Overview of Services
Green Light Worldwide

green light

A Global End-To-End IT Service Provider

Sharing risk and delivering outcomes

Green Light is a privately-owned global business founded in Australia in 2007. We are an outcome focused, partner-led IT service provider that operates on fixed and deliverable based pricing models.

We provide end-to-end services, helping our clients succeed with outsourced or multi-sourced services.

Since the beginning, we have demonstrated consistent and substantial growth to become a major provider of IT services to systems integrators, telcos, consultancies and defence organisations in the global market.

We white-label 100% of our services. This means that we will never compete with you for the same end clients. Our unique, partner-led approach safeguards IP for all.

Green Light's service lines offer an agile scale up/ scale down IT capability that allows our customers to bid for, win and deliver IT services and projects in a cost competitive manner – without having to maintain expensive benches of personnel themselves.

Additionally, we provide the opportunity for our customers to focus more on their value-add areas in their businesses while we take care of BAU. It is this level of service that has led Green Light to be named as Australia's 22nd Fastest Growing IT company by CRN.

Popular
Services

We deliver great outcomes that empower our customers and allow them to prosper

Managed Firewall Services
Our Managed Firewall Services provide proactive, real-time firewall management protection. We manage your firewall environment to support and protect your business. Green Light delivers Firewall Provisioning services across Australia, New Zealand and Asia, managing over 50,000 service requests per year.

Data Centre Management
Green Light manages Data Centres across Australia, New Zealand and Asia on a 24 x 7 x 365 basis. We have a track record of meeting 100% of our SLAs with zero downtime. Green Light have also proven to save you up to 40% of running costs based on a fixed monthly fee model.

Field Services
Green Light offers a rapid IT delivery service to fill gaps in your business offering. We operate a mature service in Australia across regional, remote and metropolitan areas, with a growing footprint in Asia. Green Light offer significant cost savings due to extensive coverage and we operate outcome based or time based SLAs.

Data Erasure as a Service
Green Light will decommission and dispose of your legacy hardware, whether it be servers, mobile phones or laptops. We offer a world class end-to-end data erasure and diagnostics service. This service is 100% secure, using Defence grade data erasure software. Get in touch to talk about this flexible solution that should be considered as part of any technology refresh project.

WiFi Audits
Green Light runs WiFi audits from start to finish. This service includes active surveys, WiFi heatmaps, complete data analysis and reports as well as recommendations for the future. All project management and governance is provided through our dedicated Project Management Team.

Hybrid AI / Onshore Service Desk
Green Light partners with Amelia (IPsoft) to offer a hybrid onshore service desk solution. Amelia can handle customer queries 24/7 without breaks, no matter the volume. This model allows human workers to focus on more complex and engaging queries, generating higher employee satisfaction.

100% Reliability and Uptime

Significant Cost Savings for our Customers

Dedicated Project and Service Delivery Teams

Agile Switch On / Switch Off Capability

Outcomes Based with Shared Risk

Company
Profile

Our approach is unique

Head-quartered in Sydney with offices in Canberra, Perth, Melbourne, Brisbane, Singapore, Hong Kong and London; Green Light has coverage in Australia, New Zealand, Asia, UK, and Europe.

Our governance process allows our team to build compliant solutions based on latest technologies. Every engagement has designated ownership within the sales and delivery team.

Company accreditations include:

- ITIL Framework

- Agile

- AIPM Certified Member, with 80% of our sales and delivery team CPPP or higher

- PMBOK Framework

- ISO 9001: 2015

- ISO 27001: 2013

Green Light offers 5 distinct lines of service:

Our **Managed Services** deliver outsourced BAU functions in a managed service format. Whether it is managing a data centre, running field operations or cloud support, our team delivers efficient and comprehensive operational support.

Our **Professional Services** maximise project results, providing valuable and measurable outcomes ensuring projects are delivered on time, and on budget.

Green Light's **Consulting Services** offer flexibility by providing resources aligned with our client's business strategy in key areas such as infrastructure, networks, security and cloud.

Workforce as a Service (WaaS) is a rapid response service line for scheduled, task-based pieces of work. We deliver additional skills and resources that are required on a temporary basis to deliver an exceptional solution.

Green Light's **Advisory Service** enables clients to utilise our expert knowledge and skills. We partner with our clients, aligning our advisory service with the organisations mission and vision, ensuring these remain at the core of all our recommendations.

Our
Values

Trusted advice is at the core of all our services

Our Vision

To deliver outcomes that empower our customers to prosper globally.

Our Philosophy

To not simply expand and make profits. We look to innovate and enrich business practices that genuinely add new dimensions to the way our customer work within technology. We grow with our people and encourage them to be the best they can be. We prosper when our customer and people prosper.

Our Mission

To deliver innovative technology capability at the highest quality levels, time and time again. We are ethical in our business practices and our relationships.

Our
Service Lines

Managed Services

Deliver outsourced BAU as a managed service, e.g. Data Centre Management, Field Operations, End User Computing, Security Services & Cloud Support.

National government security cleared services.

Outsourced customer onboarding/provisioning and ongoing Service Delivery Management.

Some of our core **Operational Support Service offerings** include:

- Data Centre (DC) 24x7 hands and feet support.
- PC Staging and Tech Bar support.
- EUC Deskside support.
- Server Storage Administration - Hardware and storage maintenance; Storage file administration.
- Service Desk; Switchboard; Call Centre Support.
- 24x7 Network support (Cisco router and switch hardware support).
- Application Packaging as a Service.
- Firewall provisioning (multi-vendor support).
- VOIP service deployment and support.

Professional Services

Focused professional services – delivering project outcomes on time and to budget.

Some of our core **Professional Service offerings** include:

- Installation Services - Lift/Shift; Rack/Stack; Routing/ Switching; Metro, Regional & Remote; Ad-hoc dispatch or scheduled management of engineers and PMs – across all regions.
- WiFi Solutions – Surveys; Audits; Heatmaps; Solutioning; Recommendations; Installs.
- Staging – Routers; Switches; WiFi Aps; WANx; Desktops; Laptops.
- EUC – Level 1,2,3&4; Break-fix; Scheduled site visits under ITIL management; Upgrades; Deployments; Service desk; O365 migrations.
- E2E Data Erasure as a Service; Application Packaging as a Service; Desktop refresh/deployments.
- Cyber Security Solutions – NextGen Firewalls; Web Gateways; Load Balancing; IPS/IDS; Multifactor Authentication; NAC; Netflow Analysis; Penetration Testing.
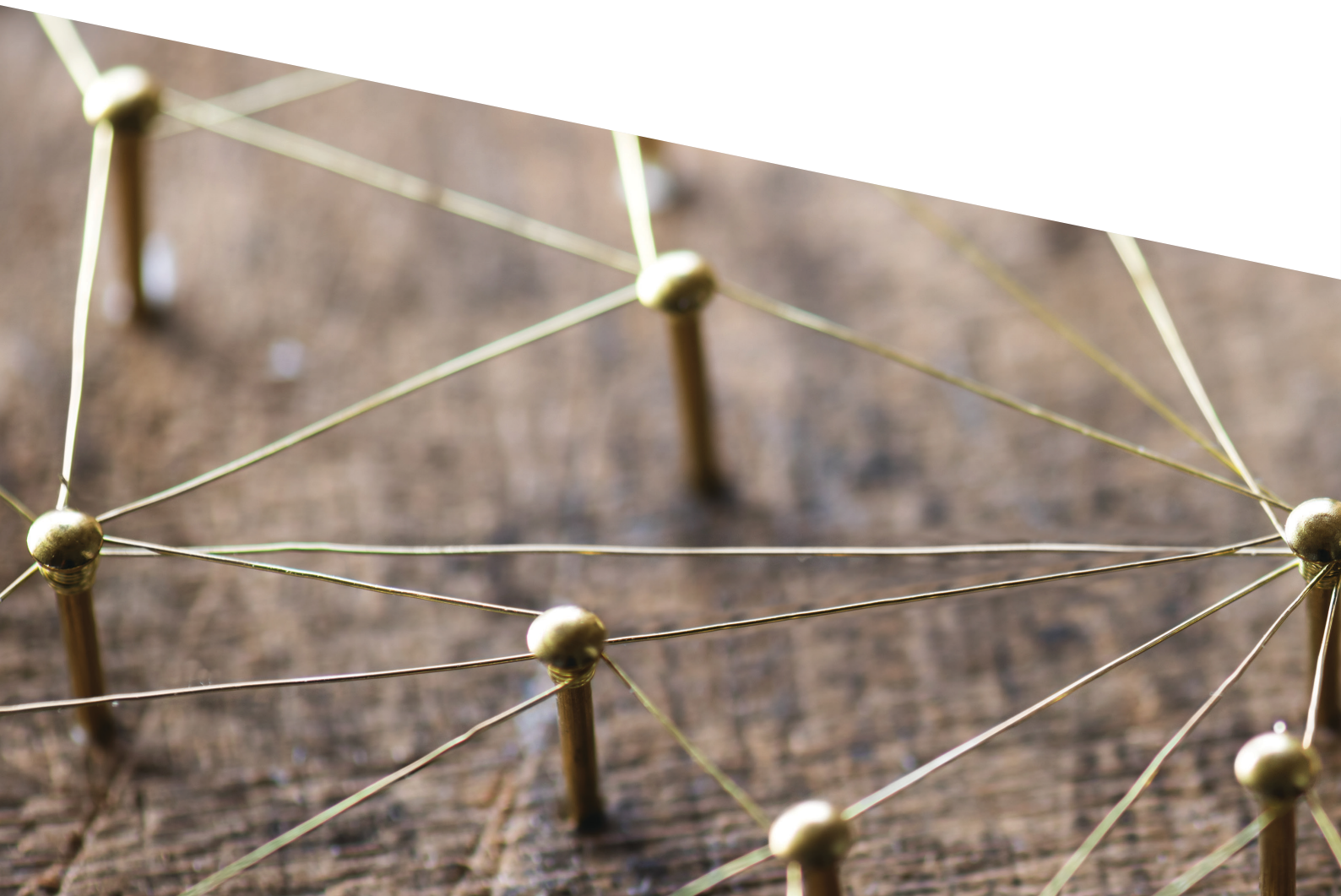
Consulting Services

Leveraging a database of more than 126,000 IT professionals, Green Light can provide highly qualified resources under SOW engagements, across all our operating regions.

We supply resources across all IT domains – from infrastructure to digital transformation, at all levels of expertise.

State-based Resource Management teams facilitate the end to end search, select and onboarding process – from reference checks to performance reviews, including:

Workforce management:
- Planning; forecasting; gap analysis and development strategies.
- Maximise and develop workforce capability and productivity.

Technical and background checking:
- IKM technical assessment and benchmarking.
- Knowledgeable pre-screening interviews and behavioural assessment.
- National police checks and customised reference checks.

Resource professional development and retention programs:
- Professional training, development and certifications.
- Graduate programs.

Workforce as a Service (WaaS)

Workforce as a Service (WaaS) allows you to supplement your workforce with a skilled resource to complete task-based work under your supervision.

WaaS falls under our Professional Services team as it requires a level of project coordination from our internal PMO.

We work under a rate card format and the service is delivered through a SOW engagement. Charges are based on effort undertaken which can be anywhere from a minimum 2.5 hours engagement up to a maximum of 30 days.

Examples include:
- Deployments
- Smart Hands and Feet
- Field Services
- Point of Sales Services

Advisory Services

With an unparalleled network of SMEs, architects and consultants, Green Light Advisory Services partner with our clients and their customers to define their tactical direction and design technology road-mapping.

Examples include:
- Enterprise technology maturity assessments.
- Current and future state IT-requirements planning.
- Remediation services.

Areas
of Expertise

A different way of doing business

Digital Transformation

Let Green Light guide you on your digital transformation journey. We have expertise in the latest digital technologies to help you create new business processes, culture, and customer experiences.

We have the experience and the niche skill set you need for all of your digital transformation projects. Our partnership approach allows you to flex up and flex down your capability as needed.

Project Services

Green Light's Project Services believe in true partnering and will share the risk with you. We deliver projects on an outcome or fixed price basis.

Our dedicated project delivery team use their experience and qualifications to scope, price and deliver. All of our team are ITIL certified, and work according to Agile and PMBOK methodologies.

Managed Services

In a world where stakeholders are time poor, more and more organisations are outsourcing BAU functions in the form of managed services.

This type of engagement allows leaders to reduce spend, improve service quality and have oversight of their business functions through intuitive reporting.

Workforce Transformation

With the ever-changing nature of technology and business, workforce transformation is essential to ensure your teams are relevant to meet business goals. We work with you to develop workforce transformation plans.

Green Light offers scale up / scale down capability as well as staff augmentation services to help you through your journey.

Specialities
and Technologies

Let us transform your business for the future

Infrastructure

Cisco, Lenovo, Unix, Microsoft, Avaya

Security

Check Point, Juniper, Fortinet,
Blue Coat, F5, Palo Alto

Project Services
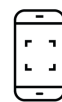
Agile, PMBOK, ITIL, Scrum, Lean,
Six Sigma

Cloud

Azure, AWS, Office 365, Google Cloud

Software / Application Development

Java, Golang, .NET, Python, Perl

Digital

UI, UX

EUC

Office 365, SSEM, SCEM, SOE, MOE

Analytics / Business Intelligence

MuleSoft, MSS, Teradata, Siebel

Network

Cisco, FortiGate, Juniper, Aruba

Our
Delivery

We deliver world class projects

Our dedicated Project Management and Service Delivery teams share your project risk by working to fixed outcomes.

We believe that investing in our tools, people and processes will guarantee an exceptional delivery service at a very competitive price.

Green Light has over a decade of experience delivering projects and running BAU services. We pride ourselves on a track record of zero downtime and meeting 100% of SLAs.

We work to pre-agreed outcomes and milestones, sharing risk and ensuring we have skin in the game. We take the time to develop and retain the best project management professionals.

All our delivery people and consultants are AIPM Certified minimum. We work within the ITIL framework and use Agile, PMBOK and PRINCE2 methodologies.

Green Light's team of service delivery managers, service delivery coordinators, project managers, project coordinators and schedulers are accredited with Agile, Prince2, PMBOK, ITIL, CPPP, CPPM and Waterfall.

We understand the benefits and suitability of each methodology. This means we will deliver our projects and services to the relevant framework according to the requirements of the project or service and our customer's chosen methodology.

ITILv4

Continual Service Improvement

Continual assessment to identify key improvements

Identify possibilities for progress

Service Operation

Services delivered at agreed upon levels

Minimal disruption and interruption

Focus on providing value

Service Strategy

Strategy generation

Demand management

IT financial management

Service portfolio management

Service Design

Develop service catalogue

IT Service Management

Planning for new or changed services

Service Transition

Transition planning and support

Evaluation and change management

Our
People

Our projects and services go beyond IT

We encourage innovative thinking, continuously developing individual skills and knowledge.

The Green Light method utilises the best people and governance practises to provide world class solutions

Green Light believes in giving people the freedom to think creatively and the autonomy to create lateral business solutions. Our people apply forward thinking to traditional ways of doing business.

We give a lot of focus to training and development of our staff. Our people stay relevant through maintaining and achieving industry required training and certifications.

We are creative, unafraid and expert.

ITIL Certified   Collaboration   ISO 27001 and ISO 9001   AIPM Certified   Creative Thinking

Case
Study

Desktop Deployment - Professional Services

Our customer utilised Green Light's extensive network of engineers to complete the largest roll-out project of replacement devices in Australia.

BUSINESS CHALLENGES

Our partner, a global System Integrator, needed to replace a large number of devices nation-wide in various locations, from rural townships to large metropolitan areas. They needed a workforce that could be quickly assembled and educated. The project had a time scale of 9 months and would cover 1800 branches of an Australian multinational bank across all parts of Australia. Work would have to be done after hours and during the week.

As this was the largest roll out in the country, our partner could not afford to have any cost blow outs and Green Light were required to come up with a solution to make sure this did not happen.

GREEN LIGHT SOLUTION

We took our partner on under our Workforce as a Service (WaaS) model. Tried and tested, and ultimately reliable, WaaS enables our customers to confidently supplement their workforce at short notice and with the surety that tasks will be completed. We utilised our engineering pool of 1000s of engineers across metropolitan, regional and remote areas in Australia to deliver engineers on a fixed price basis. WaaS offers rapid response teams to complete outcomes based work across the country. Its switch-on, switch-off nature is truly a unique model in Australia. Green Light had to complete tasks that were set out as per the scope of the work within the schedule provided by our partner. One of the major problems they faced, when working with other vendors, was not having a single point of contact for escalation - something Green Light were able and willing to offer. This meant that our partner could deal with one dedicated and highly responsive contact within Green Light, all communication being dealt with through one channel.
Our breadth of engineering base meant that we could replace or add engineers to the project as was required, giving the entire project a flexibility that other vendors could not offer.
Our partner also required Green Light to come up with creative ways of billing with high transparency and speed in invoicing, and with our smart internal quoting systems, we were able to offer a fixed price solution to help them to mitigate risks on the delivery of the project.

OUTCOME

The project was not only delivered on time, but ahead of schedule. In total over 10,000 devices were rolled out and 278 engineers were utilised from our workforce and project managed by Green Light.

By benefiting from Green Light's economies of scale, our partner received a service that provided resources at a fraction of the cost to suit budget and the needs of their business outcomes.

Case
Study

Data Centre Management - Managed Services

Successfully competing in the Data Centre operations market is all about cost competitiveness and service offerings. Green Light offers affordable base rates and well-priced scalable cost structures. We resource according to each client's specific needs and maintain flexibility to adapt and change. These qualities make Green Light the obvious choice when looking at data centre management.

BUSINESS CHALLENGES

In the modern cost-conscious world of data centre management, our clients struggle to keep operational costs down.

Challenges include:

- Meeting SLA objectives
- Government agencies
- Staff costs such as wage uplifts and training
- Rostering to enable 24x7 service
- The need to provide 24x7x365 support to cover all time zones

Green Light Data Centre teams are based on a simplified two tier structure:

1. Each Data Centre includes a Team Leader who is responsible for all aspects of the day-to-day operations and meeting SLA targets
2. Team Leaders are supported by a team of multi-skilled engineers which avoids having technical knowledge silos and single point of failure

Our data centre management services are based on a fixed monthly price based on established baseline of managed racks. We have a dedicated Service Delivery Manager to oversee the execution of ITIL aligned processes and are able to incorporate reporting as required.

GREEN LIGHT SOLUTION

Green Light understands that every client environment is unique which is why we don't provide a set of pre-defined offerings. Our data centre staff have a wealth of experience and our staff are highly skilled and cross-trained in all aspects of working in and running data centres. They can perform security cleared data centre escort services all the way through to facilities management. Our workforce is agile and have experience working at large 24x7 data centres in the State capital cities, working in regular business hours for regional data centres and covering the regular visits for unmanned data centres sprinkled in outlying areas.

We have been saving our data centre clients up to 30-40% in costs when compared to clients who manage their data centres internally. For clients already running an outsourced Data Centre operation, Green Light has been consistently 10-15% more cost effective. Green Light provides a high level quality of service by retaining IP through very low staff attrition and zero downtime. Our rostering model enables scaling up / down in response to changes in the data centre operating environment.

END-TO-END
DATA ERASURE AS A SERVICE

As an additional service for complete data centre management, Green Light will decommission and dispose of your legacy hardware, whether it be servers, storage, network devices, mobile phones or laptops.

We offer a unique world class end-to-end 100% secure data erasure and diagnostics service, utilising US defence grade data erasure software. This service is flexible and should be considered as part of any technology refresh project.
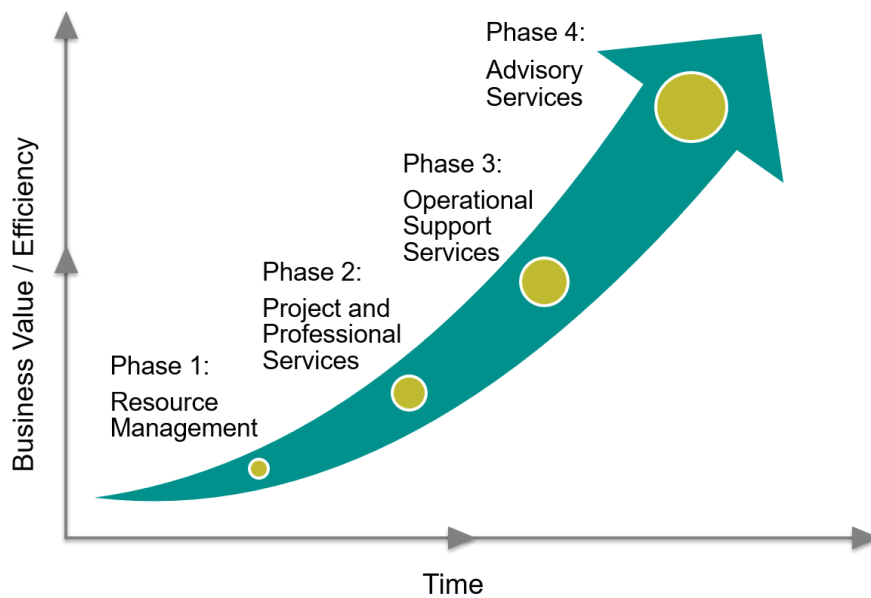
Value-add
Over Time

Green Light reduces costs and does it better

Green Light believes in developing long-term relationships with our partners. We do this by proving our value over time and delivering to outcomes and pre-agreed SLAs.

The relationship typically starts through our Resource Management services. Moving up the value chain, we take on risk by managing and delivering outcomes. Ultimately we become your trusted partner, running your BAU functions to allow you to focus on other key areas and advise you on business road maps.

Business Value / Efficiency

Phase 1:
Resource Management

Phase 2:
Project and Professional Services

Phase 3:
Operational Support Services

Phase 4:
Advisory Services

Time

Green Light
Difference

Dedicated Service and Delivery Teams

Our dedicated service and project delivery teams are made up of ITIL, Agile and PMBOK experts.

Partner Model

We operate on a partner-only model. This means that we white label all of our services and never compete with our customer's business. Green Light is vendor neutral and technology agnostic.

Flexible and Reliable

We deliver cost effective, scalable and flexible technical services and solutions that meet 100% of SLAs.

Helping Bottom Line

We increase profitability for our customers. Green Light works with your sales and pre-sales teams to successfully win and deliver new business together.

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Coming Soon

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