



# Capability Statement

As a thriving New Zealand-owned business, it's our mission to help other Kiwi companies succeed by harnessing the potential of people and technology to deliver unrivalled value for our customers. Whether you measure your success by increased profitability, competitive advantage, better collaboration, or bringing new products and services to market faster, our team brings you passion, experience, and the commitment to deliver that will enable you to reach your goals.

Optimization operate in the application layer, designing, building and integrating business processes and systems across the application lifecycle to create clear paths through an ever more complex operating environment. Our end-to-end outcomes focus brings together strategy, people, processes, and platforms to create unrivalled value for our clients.

Optimization offer the full spectrum of professional services across design-build-run, within an embedded practice structure that delivers best-in-class capability and IP backed by mature processes, methodologies and governance. This is complemented by the ability to tailor your engagement, from resource augmentation through to complete project responsibility, to provide scalability, agility, value, and increase speed to market. This ensures flexible access to the right skills at the right time, while also enabling you to retain vital business knowledge in-house.

Our capabilities are underpinned by the knowledge and experience we've gained over 20 years of successful business innovation and transformation.

## Here are just a few of the highlights:

- Optimization is the lead partner responsible for delivering outsourced Application Development, Maintenance and Support for the Department of Corrections and is helping the Department achieve significantly higher quality and robustness of service
- As a Vodafone technology partner since 1998, we've completed over 3000 (and counting!) projects and helped Vodafone retain its market-leading position by getting the most out of its technology investments
- Through our partnership with Google, we deploy next-generation technologies, such as Search and Geospatial, that enable innovation, reduce IT complexity, and increase productivity
- We develop and support the Insurance Claims Register, a next-generation fraud detection and management platform used by leading insurance brands including Vero, Tower, and IAG to reduce costs and risks

## The Optimization Difference

Integrator >	<b>BUSINESS INTEGRATOR</b>						
	<b>SYSTEM INTEGRATOR</b>						
Practices >	<b>CONSULTANCY</b> <ul style="list-style-type: none"> <li>○ Strategy</li> <li>○ Business change</li> <li>○ Business architecture</li> <li>○ Practice maturity</li> <li>○ IM / Data</li> <li>○ Analytics/ Intelligence</li> </ul>	<b>PROJECT MANAGEMENT</b> <ul style="list-style-type: none"> <li>○ Governance</li> <li>○ Prince2</li> <li>○ PMI</li> <li>○ Agile</li> <li>○ Risk</li> </ul>	<b>ANALYSIS</b> <ul style="list-style-type: none"> <li>○ Business design</li> <li>○ Process improvement</li> <li>○ Solution &amp; integration architecture</li> <li>○ Infrastructure architecture</li> </ul>	<b>DEVELOPMENT &amp; INTEGRATION</b> <ul style="list-style-type: none"> <li>○ Microsoft</li> <li>○ Java</li> <li>○ Open Source</li> <li>○ BI / DW</li> <li>○ Legacy</li> <li>○ 3rd Platform</li> <li>○ Migration and deployment</li> <li>○ Geospatial Technology</li> </ul>	<b>TESTING</b> <ul style="list-style-type: none"> <li>○ Test design, strategy and planning</li> <li>○ Functional &amp; domain-specific</li> <li>○ SDLC integration</li> <li>○ ISTQB</li> </ul>	<b>RESOURCING</b> <ul style="list-style-type: none"> <li>○ Talent sourcing</li> <li>○ Workforce planning support</li> <li>○ HR and performance management</li> </ul>	<b>SUPPORT</b> <ul style="list-style-type: none"> <li>○ NZ helpdesk</li> <li>○ Onsite &amp; remote</li> <li>○ ITIL-aligned</li> </ul>
	<b>GOVERNANCE + MATURE PROCESSES + METHODOLOGY</b>						
Engagement Types >	<b>PROJECTS &amp; CONSULTING • MANAGED SERVICES • OUTSOURCE</b>						



## o Department of Corrections

Optimization is the lead partner in the OHR consortium, which is the Department of Corrections' outsource provider for end-to-end Application Development, Maintenance, and Support. The Department is undertaking a major programme of business transformation that needs to be supported by an adaptable, low-risk information technology environment. Our outcomes-based approach offers a powerful way to achieve significantly higher quality and robustness of service.

Drawing on a unique outsource model that blends New Zealand-based and offshore resources, we are able to deliver speed-to-scale, high levels of responsiveness, effective local decision-making, and sound governance



## o Air New Zealand – Grabaseat

As an integral part of Air New Zealand's Ventures and Innovations group, Optimization provided architecture consultancy and Java software development expertise for Grabaseat. The system was designed, built and delivered inside a remarkable four weeks, and led to the creation of unique IP that delivers compelling competitive advantage for the business. A major reason for the lightning fast roll out was that the SOA framework and N-tier architecture Optimization had helped Air New Zealand design and implement as part of its online booking engine development could be effectively leveraged to easily create and deploy new applications within a very short timeframe. A commitment to extensive re-use of components has been a core principle in the approach to software design and development, and this helps reduce costs and time-to-delivery.



## o ICNZ Insurance Claims Register

Preventing insurance fraud is a crucial part of the Insurance Council of New Zealand's job. In 1999 several ICNZ member companies set up ICR Ltd. to manage a mainframe-based Insurance Claims Register. In 2010, Optimization redeveloped the ICR using modern, scalable technologies that deliver proactive and efficient fraud detection and sophisticated reporting functionality, while ensuring ease of use for key users such as call centre staff and underwriters.

By significantly improving fraud management and reducing the costs and risks of fraud, the ICR solution provides a significant competitive advantage to participating insurance providers including Vero, IAG and Tower. We've also dramatically reduced ICR's maintenance and support costs.



## o Housing New Zealand

Optimization works with Housing New Zealand to provide testing services in support of the agency's ICT change programme, which is designed to improve the efficiency and effectiveness of ICT services delivery. Our robust resourcing model delivers flexible, scalable services across test planning, design, execution and review within this highly complex, multi-vendor environment.



## o Westpac

We developed Westpac's Deskbank, a secure business banking platform that is used by thousands of corporate, government and SME clients around New Zealand. Deskbank interfaces with common enterprise accounting and payroll systems to process around \$5 billion in domestic payments, averaging between 100,000 and 160,000 transactions, daily. Eight years after the initial implementation, we continue to support Deskbank and work with the Westpac team to deliver enhancements and extensions to its capabilities.

For more on this story visit [www.optimization.co.nz](http://www.optimization.co.nz)



Optimization was founded in 1992 and is proudly New Zealand-owned with over 200 staff across our offices in Wellington and Auckland. Our local capability, responsiveness and agility are complemented by the global scale and specialist expertise we can access through our strategic partnerships.

