



Telstra Global on Demand Technical Services

Expert cloud assistance when you need it

Leverage our flexible and on-demand expertise to help you make the most of certain Telstra Cloud Services. No matter how you use your eligible Telstra Cloud Services, Global on Demand Technical Services can give you access to cloud experts who will take care of your requirements, so you can focus on what matters most to your business.

Telstra Global on Demand Technical Services is designed to support the most effective setup, configuration, maintenance and day-to-day management of your cloud environment(s).

You can have your ad-hoc technical requirements taken care of by experienced professionals. This can assist you to enjoy peace of mind, thanks to our extensive capability in hybrid and multi-cloud services.

Addressing your IT needs



Access experts to help you make the most of our innovative and adaptable cloud technologies to address your specific requirement



Help improve your cost-efficiency by not paying for the expertise in-house or large investments in purchasing support from cloud providers





Rely on our trusted advisors for on-demand support and advice, a single point of contact for your cloud requirements



Help gain more freedom to innovate because your team can focus on strategic initiatives, not technical issues

How we can help



- On-demand technical expertise for customers requiring advice, escalation support or governance expertise.
- Partner with us to ensure you are leveraging best practice architectures and tools, and unlock the true optimised potential of your cloud.
- Below are just some of the areas we can help you with. For a more extensive list of the services we offer please reach out to your Account Executive.

|  Key Capabilities |  Services We Provide | |
|---|--|--|
| Telstra cloud connectivity | Telstra Programmable Network | Cloud Connector |
| Areas of service (Including but not limited to) | <ul style="list-style-type: none"> • Design and deploy TPN topology • Configure and troubleshoot network flow, virtual devices including router and firewall. • Configure and troubleshoot secure VPN including SSL and IPSEC tunnelling. • Connectivity to DC and respective cloud providers. • Technical Consultancy and Design | <ul style="list-style-type: none"> • Configure and troubleshoot Azure network services including defining subnets, vNet Peering, Route tables, IPVPN, ExpressRoute, Load Balancer VPN Gateway and Application Gateway • Configure and troubleshoot AWS network services including VPC Peering, Route tables, IPVPN, ACLs, Direct Connect and defining subnets. |
| Telstra Security Service | Secure Edge | |
| Areas of service (Including but not limited to) | <ul style="list-style-type: none"> • Technical Consultancy and Design • Architecture Design & Documentation • SecureEdge Firewall Audit. • SecureEdge firewall best practices • Troubleshooting • Deploying Next Gen firewall features (UTM) • Firewall rules conversion & migration • VPN Architecture and Deployment (IPSEC , S2S & C2S) • Geo Redundancy setup | |
| Telstra cloud services | Azure from Telstra | AWS from Telstra |
| Areas of service (Including but not limited to) | <ul style="list-style-type: none"> • Configure and troubleshoot Azure services including Compute, Storage, Security & IAM • Configure and troubleshoot Azure network services including defining subnets, vNet Peering, Route tables, IPVPN, ExpressRoute, Load Balancer VPN Gateway and Application Gateway | <ul style="list-style-type: none"> • Configure and troubleshoot Azure services including Compute, Storage, Security & IAM. • Configure and troubleshoot AWS network services including VPC Peering, Route tables, IPVPN, ACLs, Direct Connect and defining subnets. |

Flexible and affordable

We'll give you access to expertise as you require it, so you only pay for the guidance you need. Simply purchase a flexible bundle of hours, which you can use over a 12-month period. We're here to help from 8am –8pm AEST via email.

Contact your Telstra account representative for more details.

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