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Optus Business renews Managed Network Services contract with ATO

Optus Business has extended its managed services contract with the Australian Taxation Office (ATO) until June 2018.

Under the contract extension, Optus will continue to deliver all voice and data communications (mobile and fixed), contact centre and videoconferencing on behalf of the ATO.

John Paitaridis, Managing Director, Optus Business said, "The Australian Taxation Office is one of our largest and most important customers, the extension of Optus' contract demonstrates our proven ability to deliver managed ICT services to the scale, reliability and quality that the ATO and other leading Australian organisations require of their strategic partners."

The contract supports voice and data services connecting more than 20,000 ATO end users across more than 35 locations throughout Australia using the Optus network.

The ATO's contact centre operations are supported by voice authentication and unified communications.

"As a customer-focused organisation the ATO needs to be able to connect with their customers seamlessly, especially in high demand times," said Mr Paitaridis.

During the peak 2014 tax period (1 July - 31 October), the ATO managed approximately 6.2 million calls at an average of 69,000 calls per weekday supported by the Optus network.

"We are delivering a large scale, enterprise-wide, multi-vendor environment tightly integrated to ATO's core systems," Mr Paitaridis said.

"We also provide the ATO with a range of project services from office relocations, to complex application development projects to support the ATO's digital innovation programs."

Optus Business delivers ICT services to a number of Federal Government agencies including the Department of Agriculture, Fisheries and Forestry.

Last month, Optus Business confirmed it was one of the first major telco and ICT providers to join the Federal Government's Cloud Services Provider's panel.

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