



NeSI

New Zealand eScience
Infrastructure

Trusted Advisor

3 key messages

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Trusted Advisor: a multi-sided Platform

Multi-sided Platform - not a revenue driven self sustaining model, rather..

- Deliver complementary benefits, delivering value that can be quantified as cost savings through efficiencies or productivity improvements, and value from enabling increased research impact
- Exploit network effect from sustaining benefits to multiple stakeholders
- Achieve sustainability by remaining focused on this value realisation, adapting over time to deliver differing mixes of resources via shared services

The Customers of a multi-sided Platform

Meet needs of multiple stakeholders, who invest via a Trusted Advisor for complementary benefits:

- Government
 - Coordination of resources reducing fragmentation and duplication
 - Scalable procurement achieving efficiencies of larger scale investments
 - Peak scales of capability available to support peak needs
- Institutions
 - Sustain access to specialised capabilities and platforms that enable research of strategic importance
 - Scale investments efficiently by coordination into shared services
- Researchers
 - Access to collaboration with experts bringing skills and capabilities to bear to enable their research
 - Solutions are differentiated to meet researcher needs in way that isn't available via commodity providers

Sustainability: coordination of differentiated needs

3 key messages, the HOW of being a Trusted Advisor:

1. Differentiated engagement focused on coordinating needs
 - Skills to engage deeply into differentiated research community needs
 - Importantly, ability to convincingly translate needs into common shared platforms (and compose these platforms as custom solutions where appropriate)
 - Develop the disciplines of Customer Intimacy within staff, focusing on relationship intensive culture and skills
2. Shared services delivered with operational efficiency
 - Deliver services efficiently as platforms atop a mix of resources as required to meet needs
 - Broker multiple resources with a preference to outsource everything that doesn't differentiate the business
 - Where necessary (only, e.g. HPC) invest into specialised platforms with high degrees of operational efficiency
3. Brokerage to efficiently deliver supporting shared platforms and resources
 - Achieve coordination of resources by mapping effectively between differentiated needs and common shared platforms
 - Independent objective governance over shared services investments into outsourced platforms and local resources