











Capability Statement

As a leading information, communications and technology partner in Australia, we understand that having efficient and robust communications can mean the difference between success and failure, profit and loss and sometimes, life and death. We also acknowledge that designing and delivering these systems is only the beginning of the solution. Ongoing support is crucial to optimising the performance of your communications system. We are a proudly Australian organisation, with a history of over 30 years' experience deploying emerging communication technologies, having delivered many first of its kind technologies in Australia.

4+ Locations	80+ Staff	30+ Years' Experience	350+ Sites 24/7 Supported	100k+ Radio Devices Deployed	120k+ Managed Endpoints
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Our expertise - As a system integrator, we have the technical expertise to deliver the most complex projects through a national network of operations.

 <p>Unified Communications</p> <ul style="list-style-type: none"> Enhanced collaboration Increased productivity & efficiency Cost savings Improved customer experience 	 <p>Messaging & Alarm</p> <ul style="list-style-type: none"> Real-time notifications + smart device integration Improved operational efficiency Enhanced safety & security Centralised monitoring & reporting 	 <p>Real Time Location Services & Tracking</p> <ul style="list-style-type: none"> Advanced asset & inventory management Improved operational efficiency Enhanced safety & security Data driven decision making Events management & integration 	 <p>Networking & Security</p> <ul style="list-style-type: none"> Reliable & secure connectivity Scalability & flexibility Enhanced productivity & collaboration Protection against cyber threats 	 <p>Push-to-Talk & Radio Communication Solutions</p> <ul style="list-style-type: none"> Instant & reliable communication Enhanced team collaboration Durability & reliability in challenging environments Wide coverage & interoperability
 <p>In-building Coverage</p> <ul style="list-style-type: none"> Seamless communication Increased mobility & flexibility Enhanced safety & emergency response Improved customer experience 	 <p>Safety & Security</p> <ul style="list-style-type: none"> Risk mitigation & incident prevention Enhanced employee safety & well-being Protection of assets Regulatory compliance & liability reduction 	 <p>General Communication Infrastructure</p> <ul style="list-style-type: none"> Connectivity & access Seamless & efficient communication Collaboration & teamwork Business continuity 	 <p>Professional Services</p> <ul style="list-style-type: none"> Expertise & specialised knowledge Efficiency & time savings Scalability & flexibility Risk mitigation & compliance 	 <p>Support & Managed Services</p> <ul style="list-style-type: none"> Proactive & reliable support Clarity & expectations Performance monitoring & accountability Issue resolution & escalation 24/7 Australian based helpdesk

Our Services

Consultation

We provide technology consultancy services across all our industry verticals. Information gathered in the business analysis phase is coupled with a review of the existing communications systems and user experience (UX) behaviours to explore a range of potential solutions, possible technologies and transition pathways. We then workshop the possibilities, focused on the various advantages, business benefits, anticipated costs and time frames.

Design

In collaboration with our clients and after selecting the appropriate technology, we then design a detailed solution, which depending on the needs may include the appropriate blend of support, service, maintenance, service level agreements (SLAs) and transition management. The solution can also be packaged in the preferred business model (capex/opex/managed service).

Build and Integrate

Project management services are critical for success across all our communication solutions. Once a design has been approved, experienced resources are assigned to ensure a smooth and timeous implementation with minimal disruption to the business.

24/7 Support

As part of our complete range of services, we offer a flexible range of managed services, from solution rental, full outsourcing to a service level agreement designed to meet each client's unique requirements. We offer the very best in technology and operational support services across all our products and solutions (including our 24/7 support help desk and remote service team), ensuring that our clients' infrastructure continues to deliver optimal performance, year in, year out.

Our Difference

- **Broad technology and brand offering** - we put forward the best solution for your needs.
- **Peace of mind** - as a system integrator our solutions are backed by an extensive team of engineers, project managers, technical & support specialists and customer service agents.
- **Scalable solutions** - aligned to your business strategy and communication technology roadmap.
- **Recognised technology partner** and provider to Critical Communication Industries and Mission Critical Organisations.
- **Value** - working to various budget requirements, value engineering and integrating with legacy systems and technology is a speciality.
- **Health, Safety & Quality** - ISO9001 and ISO45001 certified, we constantly look for improvements and endorse best practice.

Our Clients

Our clients span across Aged Care, Banking & Finance, Construction, Education, Emergency Services & Public Safety, Entertainment & Public Venues, Facilities Management, Government & Government Agencies, Healthcare, Hospitality, Manufacturing, Mining, Oil & Gas & Energy, Retail, Security, Transport & Logistics, Utilities and Warehousing.

Our National Presence

Four locations across Australia - Melbourne, Sydney, Brisbane and Perth + regional Victorian operations.

