

## COMMUNICATIONS

### BREATHE EASY

#### For many businesses, communication is their single most important technological tool.

Here at Indicium we pride ourselves on providing our clients with a tailored range of 'best of breed' technologies which ensure their communication needs are met at all times. Where other organisations may leave you to source your own communications, our vendor independence enables us to work with you to ensure you get a solution that fits you perfectly.

Here are some of the benefits of this approach:

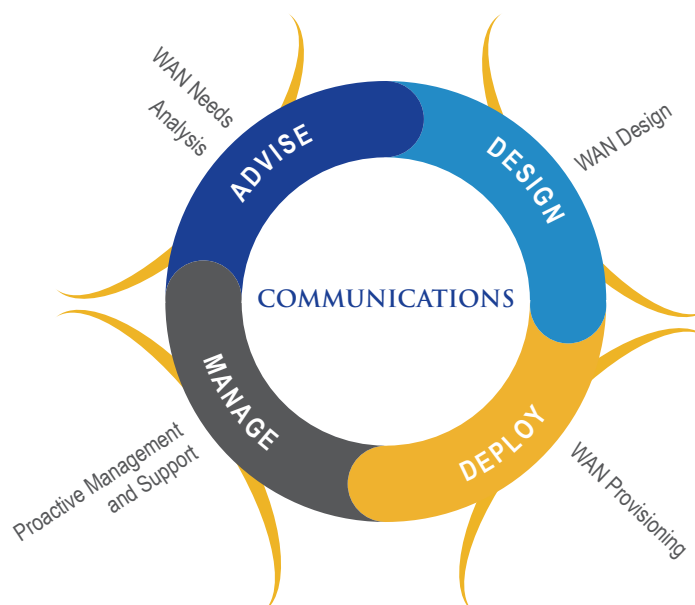
- Our WANs and corporate grade Internet services are provided as a true managed offering, which can reduce your capital outlay in network infrastructure, upgrades, monitoring and maintenance, as opposed to purchasing them through a retail model with a monolithic carrier.
- Access to an extensive coverage of last-mile technologies including wireless, Broadband DSL, Ethernet, Fibre and Leased Line services both here and abroad.
- Tools and expertise delivered by our IMS team, who expertly manage and report on end-to-end communications, including application traffic and monitoring.
- Proactive support of your communication network using experienced engineers and state-of-the-art diagnostic software.
- Access to carriers that can provide services all over Australia, and globally.
- Simplified operations through a single point of accountability.

**Breathe Easy, knowing that your communications are well looked after.**

### THE INDICIUM APPROACH

**Indicium Technology Group provides a cyclical approach to delivering technology solutions to ensure all client needs – from strategy to management – are met, and that the proactive management of technology systems can inform further strategic improvement.**

Indicium splits its delivery approach into the logical order of the client's need: Advise (on strategy), Design, Deploy and Manage. The entire approach is delivered with experienced strategic insight, proven methodologies and professional project management toolsets that collectively deliver best-in-class solutions.





## ADVISE

### WAN NEEDS ANALYSIS WORKSHOP

**If your business is expanding to more than one location, you need a WAN solution that is no less than a perfect fit.**

You will probably find yourself faced with a deluge of WAN solutions with many companies - especially the larger telcos - looking to sell you a one-size-fits-all solution, which doesn't completely meet your needs.

The right WAN choice for your business will depend on so many variables: your business situation and goals, the profile of your end users, the types of locations you'll be working in and the networked applications you plan to use.

That's why we've designed a WAN needs analysis workshop, which helps you to:

- define and prioritise your business requirements, and identify the applications that contribute most to your business' growth
- draft a tailored WAN solution that meets your business' needs, for the best price
- consider your business' future needs and ensure your technology strategy supports them
- determine whether you need a managed solution to help you get the most out of your investment, including the configuration, monitoring and ongoing management of your equipment.

**Breathe Easy, knowing you are making an informed choice for your business' growth.**

## DESIGN

### WAN DESIGN

**You have identified your business data communication requirements. Now it's time to think about speed, monitoring, traffic prioritisation and all the other technical specs to ensure it delivers to the best of its ability.**

At Indicium, we speak your language and we take time to understand your business, which means we can easily translate your needs into technical specifications that deliver. What's more we have completely impartial relationships with a number of Tier 1 carriers and their networks, which means we can recommend the correct blend of vendors for each part of your WAN design, so you get maximum function at minimum cost.

When it comes to WAN design, it's our knowledge and technical skills which really set us apart. Our Cisco-certified engineers can design the full network into your systems, not just the carriage component, which means you get an 'end-to-end' solution integrated into your business network.

**Breathe Easy, knowing you have a WAN solution tailor-made for your business.**

DEPLOY

## WAN PROVISIONING

When it comes to building your WAN solution, we know how hard it can be to manage the many variables and suppliers to get the job done in a way which 100% meets your specs. It can be quite a feat managing providers to ensure your network is provisioned correctly and on time, which is why Indicium looks after this aspect of WAN provisioning for many of its clients.

Here at Indicium we have over 11 years of project management experience deploying and provisioning WAN solutions for our clients, ensuring the projects are delivered on time and within budget. What's more, we don't stop once you're connected: we follow right through into your business environment, monitoring and optimising your network to ensure it delivers everything you need in terms of speed and quality.

Indicium's Cisco-qualified engineers strive to ensure your network is deployed using best-practice methodology, and apply WAN optimisation tools and techniques to ensure your business applications deliver everything they're supposed to.

**Breathe Easy, knowing you're making the very best of your WAN investment.**

## PROACTIVE MANAGEMENT AND SUPPORT

**Many of our clients choose to have their IT infrastructure actively managed in order to ensure it runs efficiently. Indicium's IMS team employs industry best practices, supported by our service desk and inventory tools. Our management services include proactive monitoring tools, which pinpoint and isolate issues before they become the cause of major downtime.**

Here at Indicium we offer a broad range of infrastructure management services, including:

- proactive off-site system management and support
- full-time on-site technical support (augmenting your existing team)
- Wide Area Network monitoring and management using 'IMS Flow'
- rapid fault detection and resolution of network faults
- dedicated account management that assists with peripheral issues surrounding the managed infrastructure (we don't rest until your challenge is resolved – even if the problem lies outside our domain)
- 'Smart Hands' support.

Backed by strong service level agreements, a team of certified engineers monitor your IT environment and undertake any necessary operations. At the end of each month you receive a report summarising the month's key metrics.

Here at Indicium our end-to-end understanding of technology means we know how each piece of the infrastructure puzzle fits together – so you get comprehensive solutions that are tailored to your needs, without having to manage multiple suppliers. We pride ourselves on really taking ownership of our clients' information challenges, doing everything we can to get them resolved as quickly and effectively as possible – and we don't rest until they are.

**Breathe Easy, knowing your company's infrastructure is in safe hands at all times.**



## ABOUT INDICIUM

Here at Indicium we provide our clients with a seamless end-to-end technology service. We work tirelessly to bridge the gap between the worlds of business and technology: developing, delivering and maintaining the best IT solutions to meet our clients' needs.

We specialise in mid-market corporate businesses who come to us for our independent approach and tailor-made solutions, rather than an off-the-shelf, one-size-fits-all solution which has often been designed for a larger company.

We approach our clients' challenges in the following way:

1. **Advise:** advice and planning to help our clients come up with an IT strategy that delivers on all their strategic requirements.
2. **Design:** translating strategic plans into technical specs which work seamlessly.
3. **Deploy:** sourcing and procuring the best materials and equipment for the job at the best price; building, testing, and implementing with our team of project managers and certified engineers.
4. **Manage:** outsourced management and proactive support of our clients' systems, to ensure everything runs like clockwork, 24/7.

We now also offer Cloud-based managed technology services, meaning that our clients benefit from infrastructure **and** data centre services, all under one roof.

We have over 40 partners across Australia and New Zealand, all of whom share our commitment to delivering the best ICT solutions. We're proud to be 100% vendor-independent, which means our clients get honest, impartial advice, and solutions that fit their needs, rather than our targets.

## MORE INFORMATION

For more information on how we can assist and show you how our Communications Services could help your business today, telephone us on **02 9818 0800** or **03 9863 1000**, email us at [sales@indicium.com.au](mailto:sales@indicium.com.au) or visit us on the web at [www.indicium.com.au](http://www.indicium.com.au).

### SYDNEY

Suite G01, 320 Harris Street  
Pyrmont NSW 2009  
**T** 61 2 9818 0800  
**F** 61 2 9818 0811

### MELBOURNE

Level 1, 1 Queens Road  
Melbourne VIC 3004  
**T** 61 3 9863 1000  
**F** 61 2 9818 0811