



INFRASTRUCTURE

BREATHE EASY

At Indiciium, we respond instantly to your infrastructure challenges, and we don't rest until they are solved. We have over 11 years' experience in delivering and supporting technology platforms perfectly tailored to meet our clients' needs, so you know your business is in safe hands.

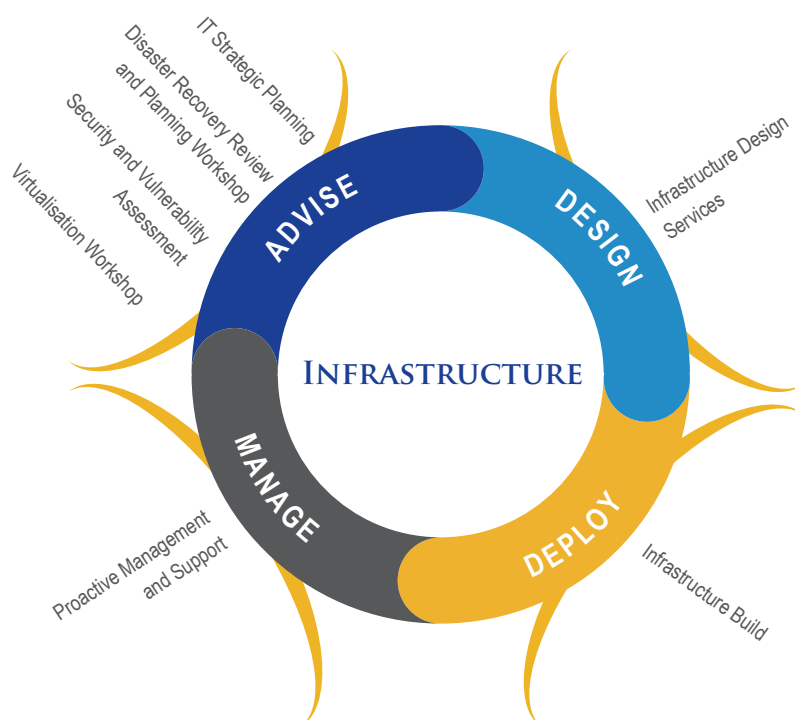
We are proud to be 100% vendor-independent, which means you can rely on honest, impartial advice, and a solution which fits your needs, rather than our targets. We specialise in mid-market corporate businesses who come to us for our expert, independent approach and tailor-made solutions, rather than 'cookie-cutter' solutions designed for large enterprises. This means we add real value to your business with custom design, deployment and management of your technology infrastructure.

We offer a broad range of information management services.

THE INDICIUM APPROACH

Indiciium 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.

Indiciium 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.



IT STRATEGIC PLANNING

Our strategic planning services help our clients make sense of the ever-changing technological landscape, helping them make the most of technology to meet the current and future needs of their business.

The IT Strategic Plan helps you to:

- identify your business needs and evaluate how they are being met by your current technology
- anticipate the future needs of your business, ensuring flexibility and room for growth
- plan technology-driven opportunities for growth
- anticipate your company's IT resourcing needs, including project management and deployment requirements.

The result will be a clear roadmap for the growth and optimisation of your company's IT assets.

Breathe Easy, knowing you're ready for the road ahead.

DISASTER RECOVERY REVIEW AND PLANNING WORKSHOP

If you are not 100% certain that you can meet the requirements of your business following a technological, natural or human disaster, talk to Indicium today about a Disaster Recovery Review and Planning Workshop. The workshop will help you to:

- think about your business recovery time and point objectives in the event of a disaster
- get a bird's-eye view of your IT solutions, and their impact on – and priority to – the business
- plan in advance what emergency outsourcing options would best suit your business
- prioritise emergency procedures, including immediate and long-term plans.

Breathe Easy, knowing you're fully prepared should the worst happen.

SECURITY AND VULNERABILITY ASSESSMENT

Indicium can give you a true picture of your system security, and help you secure your information more effectively. We have over ten years of security experience and a wide range of proprietary tools to help you to mitigate risks.

The Indicium Security and Vulnerability Report includes:

- a full scan of your internal and external networks
- a 'security grading' of your networks against a number of industry databases of known threats
- suggestions for action, prioritised and highlighting areas that require immediate attention.

Breathe Easy, knowing that your business has the best protection out there.



VIRTUALISATION WORKSHOP

An Indicium Virtualisation Workshop can help you to compare and consider the various options available, and decide what virtualisation options – if any – are best for your business. This three-hour workshop will:

- help you to review your existing and future infrastructure requirements
- help you assess the business case for virtualisation, based on savings and feasibility
- review the environmental and energy implications, such as power and cooling
- help you understand which of your business applications can and should be virtualised
- guide you through the virtualisation landscape and the options available to your organisation
- consider whether your organisation's desktop management can be simplified further
- establish whether new hardware would be required
- help you to evaluate alternative options from a range of vendors and identify which should be invited to the shortlist process.

If you do decide that part or full virtualisation is right for your business, Indicium has partnerships with all major virtualisation providers, including Citrix, VMware and Microsoft, so we can tailor services exactly to mid-size company budgets and needs.

Here at Indicium we have the expertise, experience and vendor certifications to deliver above and beyond the expected outcome from such an investment.

Breathe Easy, knowing that you've made an informed choice.

INFRASTRUCTURE DESIGN

Indicium's certified engineers have over 11 years' experience in pre-sales and infrastructure design. We leverage this experience to stay abreast of all the latest technologies and vendors so you don't have to. Our expertise means we can help you design the best-performing infrastructure you can possibly have for your budget and timeline.

Our Infrastructure Design team can help by:

- recommending the best technology for the job, including product and vendor advice
- drafting detailed designs and schematics for your proposed architecture
- providing you with a high-level plan for the change, including bills of material required for the project's success.

The outcome is a scoping and design document that will enable you to select products with confidence, go to proposal stage, and find out exactly what the project will cost you in terms of money and resources.

Breathe Easy, knowing your Infrastructure Design is going to complement your business strategy.

DESIGN

DEPLOY

INFRASTRUCTURE BUILD AND TECHNICAL PROJECT MANAGEMENT

If your team struggles with finding time or capability to implement new technologies, then Indicium can help.

Our project management methodology is followed by our experienced consultants – guaranteed to ensure the best outcomes, while our procurement services source you the best equipment at the best price.

At Indicium, we have over 11 years' experience in delivering technology platforms to our clients' infrastructure designs. Our certified, expert engineers and project managers will work with you to make sure your infrastructure solution is delivered on spec, on time and on budget.

Our consultants are measured by a Project Implementation Review, which is critiqued by our clients and follows all of our projects, meaning we always strive for excellence in delivery.

As well as technical engineering solutions, Indicium also delivers communication networks, data centres, 'Smart Hands' server support and managed infrastructure services. We know how each piece of the puzzle fits together so you have the reassurance of a seamless information management solution, all delivered through one organisation.

Breathe Easy, knowing your company's infrastructure is being built by experts.

MANAGE

PROACTIVE MANAGEMENT AND SUPPORT (ON- OR OFF-SITE)

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

- proactive offsite system management and support
- full-time on-site technical support (augmenting your existing team)
- wide Area Network monitoring and management using 'IMS Flow'
- fault detection and resolution
- 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 for our clients in our Data Centre.

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 being monitored and managed leaving you more time to focus on your business.



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 which delivers on all their strategic requirements.
2. **Design:** translating strategic plans into technical specs that 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 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 Infrastructure Services could help your business today, telephone us on **02 9818 0800** or **03 9863 1000**, email us at sales@indicium.com.au or visit us on the web at www.indicium.com.au.

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