commuserv
enhancing business

CONNECTING BUSINESSES WITH SOLUTIONS

www.commuserv.com.au

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Silver
Microsoft Partner

ABOUT US

This welcome pack is your guide and introduction to the wealth of experience, support and services that Commuserv make available to you as a potential, new or existing member of our loyal and ever-expanding client base.

Since it's inception in 1997, Commuserv has prided itself on delivering high-quality and consistent customer service. With only the most suitable and reliable hardware, applications and network designs chosen for your environment, our aim is for your business to enjoy maximum uptime from a technology perspective.

In this welcome pack, you will find contact information relating to the support of your new or existing network, a list of our current staff together with staff profiles, and a wealth of information on all the services Commuserv has to offer. Commuserv's support and sales staff are available to assist you with any matter relating to your IT requirements. If you have any enquiries at all, or would like to provide any feedback on your experiences with Commuserv, please see our Customer Contact Sheet or visit our website (www.commuserv.com.au) for the best ways to contact us.

Kind Regards,
John Caruso
Managing Director

I CHOOSE SA
ichoosesa.com.au

CLOUD SERVICES

As the local leader in cloud service development and consulting, we can help you utilise cloud services for cost-savings, unprecedented flexibility and innovation.

Cloud computing is worth considering for organisations of all sizes. You use shared, pre-installed and implemented infrastructure, which is available anywhere, any time.

By taking advantage of this new wave of application development and moving into the "cloud," you pay as you go for only what you use. You can save cost and reduce hardware and software overheads. It's quickly deployed, immediately increases scalability and performance and allows your organisation to quickly and adeptly move with changing market opportunities.

Office 365 is Microsoft's collection of online collaboration and productivity tools, delivered through the cloud. Comprising Microsoft Exchange Online, Microsoft SharePoint Online, Microsoft Lync Online and Office Live Meeting, organisations can have any time, anywhere access to email, web conferencing, documents and calendars. Suitable for organisations of all sizes, Commuserv can help you determine the applicability of Office 365 for your organisation, and help you implement it.

SERVICES

ON SITE CONSULTING

On many occasions businesses are presented with many different options. Commuserv have a team of specialists who are able to consult independently on various requirements or best practices.

Examples of some of the consulting services our team have provided in the past are:

+ Site Relocation and best practices

+ Third Party program review, brokerage, integration and deployment

+ New business setup – alarms, CCTV, door controls / intercoms, domains, websites, cabling and wireless, audio and visual, phone, mobile and computer network systems design, supply and installation

+ Analysis of current vendors and third party review

+ Cloud migration services

The team of Commuserv combined have in excess of 100 years of experience in Information Technology and the most effective ways to utilise the latest technologies. We are here to help and give you the best possible solution for your business requirements.

PROJECT MANAGEMENT

Customers Australia wide have benefited enormously from Commuserv's wide range of services. Our specialty is deploying a team of multi-skilled professionals to achieve sustainable success for all parties.

+ Mobile Solution Contract Negotiations

+ Licensed Data Cabling, CCTV and telecommunication installers

+ Telephone system supply and installation – including Cisco, Asterisk and standard PABX technologies

+ Supply and installation of all server and workstation equipment and software

+ Management of these ongoing from the one organisation

+ Migration from local to cloud based systems

Professional staff oversee projects from inception, acquisition and testing to deployment and commissioning. This allows our customers to focus on their specialties and grow their own businesses faster as Commuserv quote, supply, install and manage all solutions exclusively.

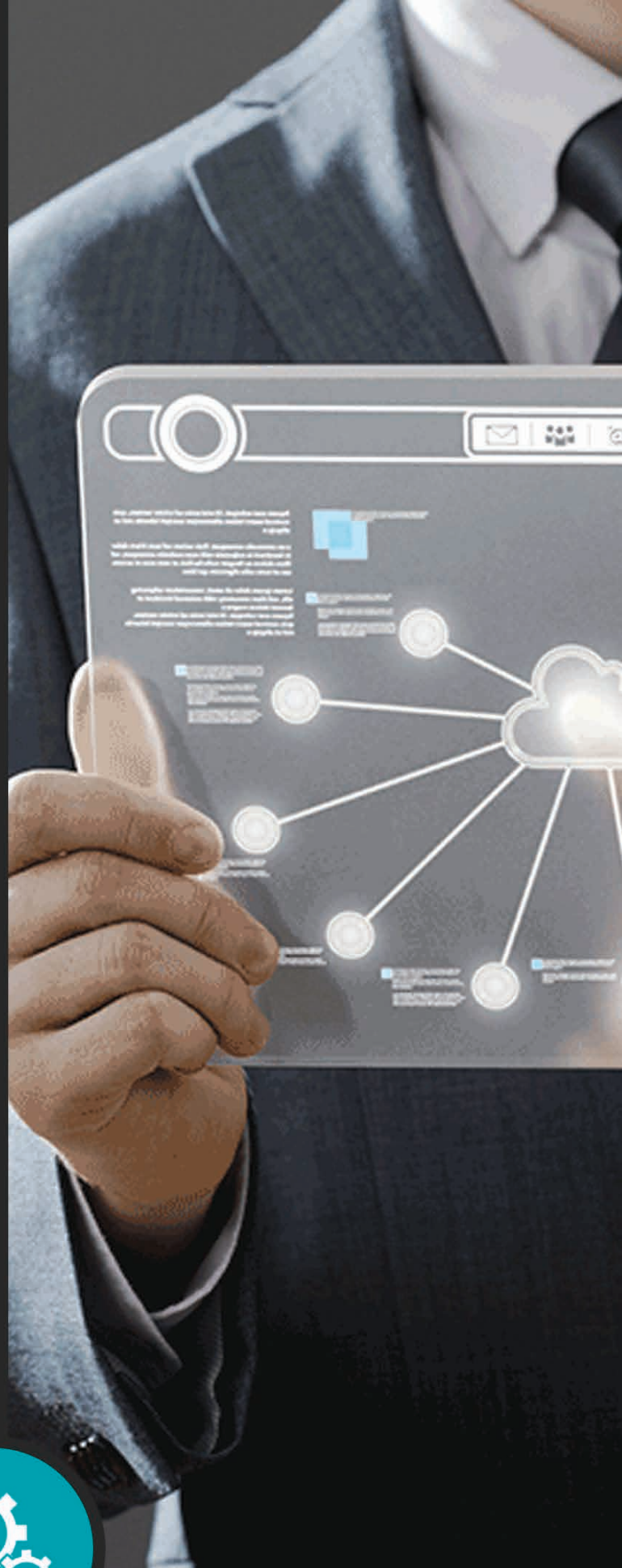# SERVICES

APPLICATION
DEVELOPMENT

Commuserv have a business unit of dedicated application developers. With in excess of 75 years of experience in application development and business analysis, the team can determine exactly what you require and develop the program to suit.

The team of developers are available Monday to Friday during business hours to discuss and develop any program requirements.

We have specialised skills in:

+ Microsoft .NET Application Stack
+ HTML 5 + CSS 3
+ Microsoft SQL Development
+ Windows SharePoint Services
+ PHP
+ Microsoft CRM
+ Word Press

So whether the requirement you have is to modify an existing program or create a completely new application, we are excited to be a part of the team to make this happen.

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SERVICES

TROUBLESHOOTING

Commuserv are able to assist with all IT issues. We are able to troubleshoot remotely using the Commuserv remote support system at any stage of the day. Whether the issue is small or large simply call our office and our technical help desk will commence assistance by attempting to resolve the issue remotely.

At the stage of logging an issue, the experienced team at Commuserv will provide you a case number for the problem to ensure that you and all our technical team have a complete track of the problem and all actions taken. The help desk, if unable to resolve the issue remotely, will determine with you the urgency of the problem, and where necessary, escalate the issue to our on-site team under the professional guidance of our Service Manager.

Once the case has been completed, you will be notified via email and a report immediately forwarded outlining the fix and the time taken. An invoice for time and materials will then be disbursed shortly via email and post.

All time-based service is charged in 15 minute increments via remote support and 5 minute increments when onsite and where onsite attendance is required, a one-way drive time charged for commuting from our office to yours. Where we need to return to review or continue additional work in relation to your issue, no further drive time charges are incurred.

SERVICES

HARDWARE/SOFTWARE SUPPLY

Commuserv are able to supply you with the world's leading technology brands. While other IT vendors can supply you, Commuserv will also serve you. Our prices are extremely competitive and backed by the professional and technical skill to appropriately install, document and train ensures that your business gets the solution it needs above-and-beyond supply.

This also means when there are failures on a hardware level, this can be recovered promptly and also backed by the same technician assisting with any cause and effect this may have on your software. Removing the requirement many times for additional parties needing to be contacted or contracted incurring expense to your business or further downtime.

For larger requirements and quantities, we are also able to secure special pricing from all the major vendors including Hewlett Packard, Cisco, Symantec and Microsoft.

The general turnaround time for customised quotations is 3 working days from the request. All prices quoted will also include a charge for installation and deployment based on your companies application requirements and configuration to ensure the decision and expense is a complete picture for business budgeting.

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SERVICES

CISCO SYSTEMS AND
SHORETEL PHONE SYSTEMS

Using Cisco Systems to control your network guarantees the highest possible uptime, and provides the most advanced feature sets including Virtual Private Networking, Quality of Service Data Transmission, VLAN control and more. Shoretel Systems also has a significant presence in the voice sector, offering highly-configurable voice systems that utilise a range of communications technologies, delivering premium communications systems to businesses of all sizes.

Part of Shoretel Smart Business Communications System, Shoretel Unified Communications architecture offers a combined data and voice network for your business catering for anywhere from 1 to 75 users. Significant savings in infrastructure and on-going communications costs can also be delivered when combined with an audit of your existing communications costs prior to deployment. Features included in Shoretel Smart Business Communications System can be found on our website (www.commuserv.com.au) under 'services'.

SERVICES
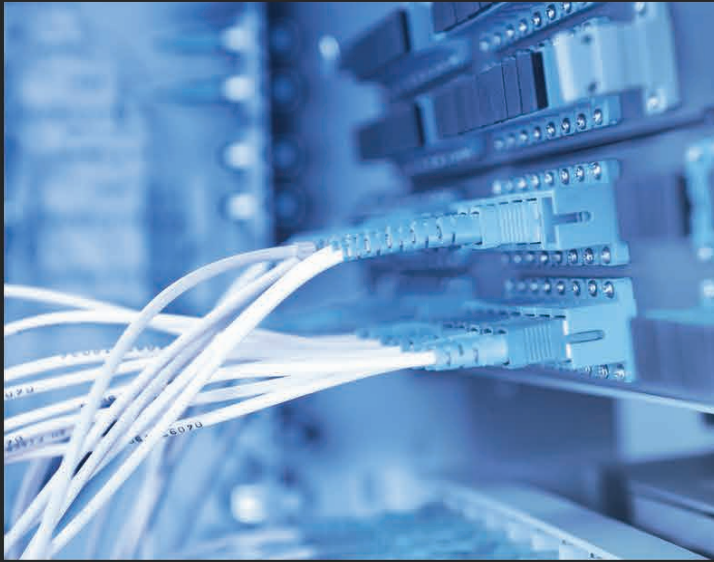
NETWORK DESIGN

With years of experience in networks for a variety of environments and sizes, Commuserv has used all manner of technologies to build networks for its clients. Whether it's a small wireless network for your home office or a multi-site VPN solution, Commuserv remains focused on delivering stable, reliable and secure networks for you.

CABLING SERVICES

Whether you're fitting out new premises, or just adding a couple of extra points for new staff, Commuserv has the resources to help you. Commuserv has an ACMA Open License for Cat 5, Cat 5e, Cat 6, Cat 7, Coax and Structured Cabling Systems.

Also available are licensed sub-contractors available for work on optic fibre, aerial and underground cabling.
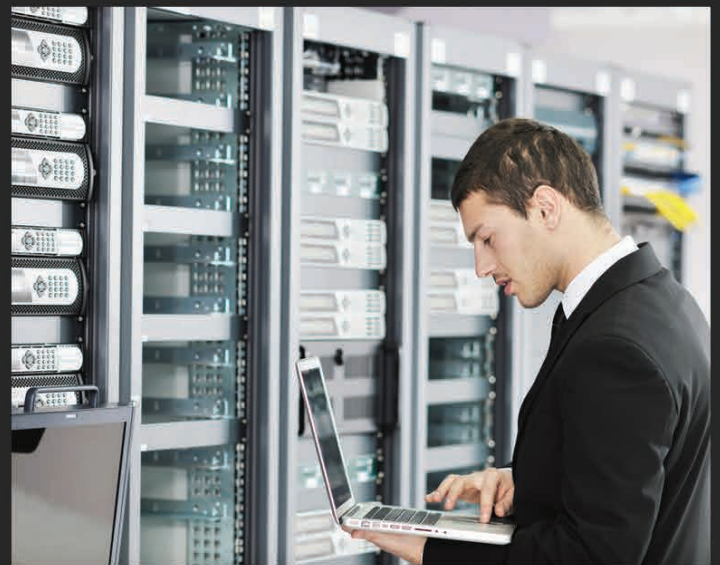
HOME AUTOMATION

As accredited Creston and Extron installers, Commuserv can take the stress out of setting up a Multimedia or Entertainment system for your home, office, or retail environment. With the dizzying array of options for the average person, this can be quite a frustrating and confusing exercise, when all you want to do is watch your movies and listen to your music.

Whether it is supplying the latest plasma or connecting your boardroom or multi-room systems - Commuserv has a solution for you.

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DISASTER
RECOVERY SOLUTIONS

Time is everything. Having the balance between work, family and social life is increasingly difficult.

We are all working longer, harder and striving to deliver our specialty better to our customer. In doing this every employee in a modern company is reliant on the software, data and the consistent performance of these to achieve.

- What happens when it breaks?

- How soon are we going to be back online?

- I will lose my business if I cannot be online quickly?

- I do not have the time to catch up if my systems are down?

- My staff won't be able to work on the systems for how long until things are repaired?

- The office was broken in to and we need new specialised equipment – when will it be here?

- I thought we had insurance to cover this circumstance?

- I was unaware that this was possible and took so much time?

These are all concerns of any business and a massive focus of the Commuserv specialist team.

Realistically companies fail to focus on how quickly they can return to work if a virus, software update, staff malpractice, hardware failure, fire or theft occurs, and it is the per hour cost of staff not being productive and the lost time in disasters that should make this a priority of any companies management operations.

The team at Commuserv can determine the best mix of technologies and solutions, quote, install and document how the mix all comes together before the possibility of disaster. Once such systems are deployed, we have spare equipment in house to create the test recovery points ensuring the solution is a going concern.

Commuserv are leaders in this area, have proven results and extremely cost effective solutions that can be tailored based on any organisations needs – this however all starts with you. Take the time to reflect on the importance of this and take the time to sit with our team to discuss.

SERVICES

COMPLETE BUSINESS
SOLUTIONS

Businesses of all kinds today place huge importance on their IT infrastructure, and at Commuserv we understand the importance of keeping your systems running. From the impact on day-to-day productivity to maintaining the long term integrity of company data and backups, picking the right solution for your needs is of the utmost importance.

Commuserv's team of sales and technical staff are on hand to provide analysis of your existing equipment and data, and follow up with recommendations designed to fit with your business' future plans.

If you are a new or existing business or setting up a server for the first time, our wealth of experience allows us to offer advice in terms you'll understand, and can provide competitively priced solutions you'll find reliable and easy to use.

INTERNET SERVICES

As a South Australian owned and operated business, Commuserv proudly supports SA's biggest and best ISP, Internode. With industry technical experience that is second to none, Internode provides a wide range of competitive, high-performance services and connectivity solutions for home users and businesses alike.

Commuserv's on-site installation services are available to install wired and wireless Internet connections, and we are happy to support PCs, Macs, and a huge range of open source and mobile devices.

4G Internet connections are becoming increasingly ubiquitous, and Commuserv has equipped itself to support these services, irrespective of the carrier you have chosen. With contacts in every major carrier, we are able to troubleshoot and provide support on a range of devices, to make sure you get that important email.

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SERVICES

MICROSOFT DYNAMICS 365

Thrive in the digital economy and drive value for your customers and employees. That's digital transformation. That's Dynamics 365.

Break down the silos between your business processes and applications with Microsoft Dynamics 365—intelligent cloud applications that connect data across sources, drive intelligent decisions and outcomes, and transform your processes.

With intelligent business applications across CRM and ERP, Microsoft Dynamics 365 gives you choice.

Start with just what you need to run your business—and delight your customers. And then add apps as your needs change.

Commuserv has a dedicated Dynamics 365 team consisting of Microsoft certified specialists that can work with you to make your business digital transformation a reality.

By choosing Commuserv you get the added benefits of:

- Being local who understands Adelaide business practices

- Proven track record with dedicated help desk

- Microsoft Silver Partner for Cloud Customer Relationship Management.

SERVICES

WEBSITE DESIGN

Depending on your style of business, you may need a large and complicated website, or a basic website just to list your services and contact details. Most importantly, it has to be usable, and be appealing to your readers.

At Commuserv, our focus is on delivering a solution customised to meet your business' exact requirements. From initial brief to the launch date and beyond, Commuserv is here to help your business grow online.

Our talented designers have many skills in all areas of website creation and development. From mobile ready content to backend scripts we have a solution for your business.

Check out our completed websites online right now at

www.commuserv.com.au

SERVICES

TELCO AND NETWORK INFRASTRUCTURE AUDITS

Commuserv and it's sister company Audit IT provide a range of Network Infrastructure and Telecommunications Audit services for your business.

A Network Infrastructure audit is highly recommended to all new customers of Commuserv, as it provides our technicians with excellent oversight of your business' technical operations. This allows us to identify and resolve technical issues faster, resulting in less downtime and higher productivity for your business. The Infrastructure audit also allows Commuserv to provide timely and economical recommendations for when equipment and software needs to be either upgraded or replaced.

Audit IT's service offerings are designed to save you money, pure and simple. Years of experience in telephony combined with strong relationships with fixed line and mobile carriers means that we can assess your bills, identify excessive charges, and ultimately save you money on your communications. If we don't save you money, you don't pay. If you're interested in this win-win situation, call us now!

SERVICES

OFFICIAL MICROSOFT PARTNER

SILVER SMALL AND MIDMARKET CLOUD SOLUTIONS
SILVER CLOUD CUSTOMER RELATIONSHIP MANAGEMENT

Having achieved Silver Competency means a partner has demonstrated their commitment to training and the ongoing development and qualification of staff. We provide Microsoft with evidence of our effectiveness through positive client outcomes and regular customer satisfaction surveys. It means we're a stronger businesses because we've had to visibly deliver real value to our customers.

The Microsoft Partner Network (MPN) is a community of over 640,000 Partners worldwide, who help Microsoft's 160 million customers worldwide realize their full business potential. They are IT experts who deliver innovative, proven solutions built on Microsoft technologies to support your business and give you a competitive advantage.

MPN certification gives you the assurance that you'll be choosing a Microsoft Partner with best-in-class expertise. After all, your job is to run a business, not worry about IT. The fact that an IT provider is a recognized Microsoft Partner means they have access to in-depth support from Microsoft, enabling them to help medium-sized businesses like yours meet their unique challenges through solutions based on the most current technology.

PARTNERS

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HOURLY RATE

Time	Rate (ex GST)	Rate (inc GST)
Office Hours Monday - Friday 9:00 am - 5:00 pm	$143.18	**$157.50**
After Hours Monday - Saturday 8:00 am - 8:00 pm	$214.77	**$236.25**
Other Times Sundays & Public Holidays 8:00 am - 8:00 pm	$286.36	**$315.00**

Minimum onsite time: 1 hour.

Minimum help desk support call charge: 15 minutes.

Best Efforts will be made to respond.

Isolated One	15 min
Isolated Two	2 hours
Isolated Three	Within the business day
Isolated Four	Next day (weekend excluded)

Response does not equal onsite or resolution time.

This may vary depending on circumstances and third parties.

FEES

"No matter how small or large the IT issue, the professional team at Commuserv always provide us with extremely prompt and friendly service, with John Caruso being readily available to sit down and discuss latest gadgets and how they can assist and improve our business. We look forward to continuing our business relationship with Commuserv and would strongly recommend their IT services."

Michelle Harris
Practice Manager for Lawson Risk Management Services Pty Ltd.

"In 2005, I started Grandwest Insurance Brokers, and John Caruso, of Commuserv, was fundamental in establishing the IT and telecommunications for my new venture. As the business grew, it was pleasing to note that when John Caruso, of Commuserv, established my IT and communication systems, it was robust enough to allow for the significant growth that occurred in the years between 2005 and 2015. I highly recommend the Commuserve team if you want peace of mind with your IT."

Owner
Grandwest Insurance Brokers

"In 2015 we engaged with Commuserv to develop an app to be used during our Clipsal 500 event. Commuserv were flexible in their approach, allowing us to tailor our specifications and functionality. They were also very creative in suggesting the introduction of interactive games which only enhanced our users experience with the app.I would highly recommend Commuserv to a prospective client."

Marcus Capaldo
Manager, Customer Relations & Communications, Clipsal by Schneider Electric

"We have been using Commuserv for our IT requirements for the last few years now. From day one we were impressed with their high level of service, customer-focus, response time and expertise, and, importantly, this has not changed over the journey. There is always someone available to assist you. I would recommend Commuserv to anyone looking for IT support for their business as I know they always deliver on what they promise."

Mark Pickering
Managing Director Wiring Solutions Plus

"Enhancing business. It's a great mission statement and one that Commuserv deliver on, for the last 6 years at Cibo Espresso. Quietly in the background Commuserv now help us manage the backbone of our business and taking our IT to the cutting edge in hospitality. The greatest asset to Cibo Espresso is feeling sure that our IT needs are met but also understood and explained in English not IT language. Commuserv are the Enhancers of businesses, and very efficient in their work."

Roberto Cardone
Director Cibo Espresso Australia

TESTIMONIALS

JOHN CARUSO
DIRECTOR

John is the founder and creator of Commuserv, and has been at the leading edge of information and communication business analysis. His ability to convert concepts into fully reliable commercial systems for any type of business, local or global has driven the growth and loyalty that Commuserv experiences.

JULIE CARUSO
CHIEF FINANCIAL CONTROLLER

Julie has been with the business since day one and specialises in finance and payroll administration with 25 years experience in bookkeeping and MYOB.

PETER CARUSO
SENIOR SERVER TECHNICIAN

Peter Caruso is the longest serving employee to Commuserv. His work is his pride, and is one of the most focused fighters to customer satisfaction. Professional and highly motivated, he brings a broad range of skillsets and experience.

PAUL DOBEK
SERVICE MANAGER

Paul Dobek's research and experience in this industry time and time again provide the accolades that have been testament to his high level of customer service and satisfaction.

TEAM

DAVID BOOTH
TECHNICAL ENGINEER AND HARDWARE SPECIALIST

David has been a proud and long standing team member of Commuserv for over 10 years specialising in hardware diagnostics, network design and general server and workstation software fault finding.

RONY KHOURY
SOLUTIONS ARCHITECT

Rony has strong roots in Commuserv and has excelled from top to bottom in every part of technology. He specialises in fundamentally business interpretation and the conversion of this into real workable applications.

JESSE SUMNER
ACMA OPEN REGISTERED CABLER

Initially with a focus on everything electronic, he has extremely specialised electrical engineering skills that have helped our customers revive lost data and equipment that has been otherwise advised as lost.

KAREN WILKINSON
ADMINISTRATION

Karen is one of the first friendly faces you will see when you come into the office at Commuserv. Karen is our first point of contact to greet new and existing customers and manages all administrative duties and supports clients' needs.

TEAM

ANDREW COLLIVER
SENIOR TECHNICAL ENGINEER

Andrew specialises primarily in network architecture utilising Cisco routers and switches, telephony services utilising Cisco CME based systems, Palo Alto Business Grade Firewalls and Windows Server technologies.

ADAM MENZEL
SENIOR NETWORK ENGINEER

Adam comes to Commuserv with years of real world experience in the IT industry having played in this space for in excess of 10 years.

GLEN MCLEAN
SENIOR NETWORK ENGINEER

Glen has been in the industry for almost 20 years and specializes in everything Microsoft Server, Cloud and workstation related. He joins the team of Commuserv with an extremely professional background in the industry and passion for efficient and smart solutions for our customers.

SHOU CHING
SOFTWARE DEVELOPMENT MANAGER

With over a decade of experience in software development and project management, Shou manages the Software Development Team at Commuserv. Meet with Shou to go through your next web project.

TEAM

JULIAN MCCOY
HELPDESK

Customers requiring immediate remote support are greeted by Julian and his team, to assist and resolve issues as promptly as possible. Julian has worked in the industry for over 5 years, and aims to resolve issues through phone support before escalating to onsite service for our engineering team.

MARTIN FAUX
SENIOR TECHNICIAN

Martin has been in the industry for over 16 years and has a significant depth in everything Microsoft and Small to Medium Business. Whether the discussion surrounds the latest cloud technologies or making current systems work better, Martin has the skill and forte to interpret requirements and configured a logical managed solution.

CAROLYN WILSON
ADMINISTRATION

Carolyn commenced her work at Commuserv in June 2016 and is one of the friendly administration team members that you will meet when first walking in the door at Commuserv. Carolyn is responsible for customer account and supplier debtor management.

SEAN CALLINAN
WEBSITE AND UI DEVELOPER

Sean joined Commuserv 2015 and immediately impressed with his expertise in converting clients website needs in to powerful and easy to use websites.

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TEAM

Administrative Requests

Please make all administrative requests via the main Commuserv office number, or via **admin@commuserv.com.au**. This includes requests for licensing renewals, the purchase of consumables, and acount inquiries.

Sales Support

Commuserv's sales staff are available during regular office hours. They are available via the Commuserv office number, or by emailing **sales@commuserv.com.au**.

After-Hours Support

Commuserv offers after-hours support during the following hours: 8am - 8pm, 7 days a week. This service is available by dialling **8211 6000**.
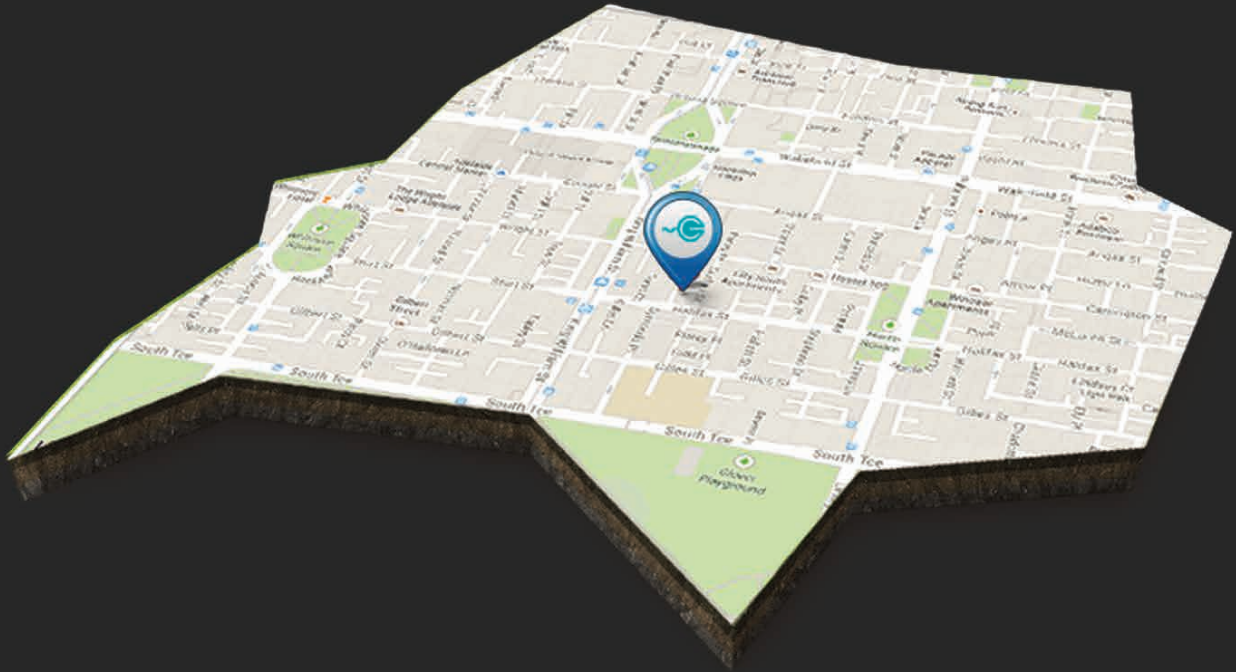
Technical Support

The main email address to send operating issues and requests to is: **techs@commuserv.com.au**. A commuserv representative will respond to this issue in a timely manner and respond acordingly. Where the issue is an emergency, we ask that you communicate whether this issue is either:

    1. Isolated to one user or workstation
    2. Isolated to a minor application
    3. Isolated to the main application of your business
    4. Causing your entire network or team to not work

This communication allows us to ensure that the appropriate action and priority is assigned to the problem.

LogMeIn Support

Requests are available via Commuserv's support page
http://commuserv.com.au/remote-assist

Commuserv
38 - 40 Halifax St. Adelaide S.A. 5000
8211 6000

Office Hours: 9am - 5pm, Monday to Friday
After Hours Support: 8211 6000

General Issues:

help@commuserv.com.au

Technical Enquiry: techs@commuserv.com.au
Sales Enquiry: sales@commuserv.com.au
Administration Enquiry: admin@commuserv.com.au
Web Development: devteam@commuserv.com.au