



ENHANCE YOUR BUSINESS

Feel free to drop by our office or contact us today and find out how we can "**Enhance your business**", that is our motto!



ABOUT US

Welcome

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 its 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 call **(08) 8211 6000** or visit **commuserv.com.au** for more information.

Kind Regards,

John Caruso
Managing Director





OUR STORY

Founded in 1997, Commuserv provides leading edge technology solutions focused on delivering great service and the best outcomes for customers, both on cost versus functionality. Ensuring that customers have the entire picture, means that when it comes to solutions, we simply do "IT" all.

Infrastructure, hybrid and cloud solutions through to IT support, web design and application development, telephony and VoIP plus cabling and automation, so all your IT needs can be taken care of under one powerhouse.





ALL SOLUTIONS

Infrastructure and Cloud Solutions

Empower your business with the right infrastructure. Let it be on premise, cloud or hybrid. We'll make sure we have the right fit for you.

- Security
- Point of Sale (POS)
- Network Design and Installation
- Home / Office Automation - CCTV, Door Controls & Alarms
- Phone / VoIP
- Backup and Disaster Recovery
- Internet and Communications
- Events and Business Startups
- I.T. Equipment

Support and Maintenance

Concentrate on your business not I.T.. Get I.T. support when you need it and the way you need it. We are always here to help, 24 hours, 7 days a week and 365 days a year.

- 24 / 7 Helpdesk
- IT Support
- Maintenance
- Monitoring
- Site Audits



Digital and Application Solutions

Digital applications are advancing at amazing speeds. Find new ways of connecting people, data, and processes to create true value for your customers. Elevate your business to new heights, start your digital transformation here.

- Web Design and Development
- E-commerce / Online Stores
- Custom Application Development
- Customer Relationship Management (CRM)
- Intranet and Document Collaboration
- Digital Marketing and SEO
- Project Management and Consultancy
- Data Analytics and Business Intelligence

MICROSOFT PARTNER



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.

Silver Microsoft Partner

**Silver Small and Midmarket
Cloud Solutions**

**Silver Cloud Customer
Relationship Management**





Commuserv

INFRASTRUCTURE AND CLOUD SOLUTIONS

Empower your business with the right infrastructure. Let it be on premise, cloud or hybrid. We'll make sure we have the right fit for you.

Security

Point of Sale (POS)

Network Design and Installation

Home / Office Automation - CCTV, Door Controls & Alarms

Phone / VoIP

Backup and Disaster Recovery

Internet and Communications

Events and Business Startups

I.T. Equipment





SECURITY

Safeguard your data with Commuserv recommended best practice Solution Architecture. A multi-level security layer protects your important files and data from corruption and loss. This solution has been tested by security experts and proven to be the best in the industry for high data security and fast recovery.

Our Solution Architecture, designed for best security and recovery includes 4 main products: Mailguard, DUO, Symantec and Backupify.



Mailguard

Antispam

MailGuard has been trusted by businesses to manage and protect their email and web filtering with anti-spam, anti-virus & data security essentials.



DUO

Two Factor Authentication

Duo's Unified Access Security (UAS) solution is a user-centric zero-trust security platform to protect access to sensitive data at scale for all users, all devices and all applications.



Symantec

Antivirus

The world's most advanced single-agent endpoint security with prevention, detection and response, deception and adaptation.



Backupify

Cloud Backup

Innovation, speed, and the ability to scale. Over 3.5 million users around the world have realized that Backupify has been committed to these core values since 2008.

BACKUP AND DISASTER RECOVERY

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ackup and recovery describes the process of creating and storing copies of data that can be used to protect organizations against data loss.

Why Backup and Recovery Is Important

The purpose of the backup is to create a copy of data that can be recovered in the event of a primary data failure. Primary data failures can be the result of hardware or software failure, data corruption, or a human-caused event, such as a malicious attack (virus or malware), or accidental deletion of data. Backup copies allow data to be restored from an earlier point in time to help the business recover from an unplanned event.

Storing the copy of the data on separate medium is critical to protect against primary data loss or corruption. This additional medium can be as simple as an external drive or USB stick, or something more substantial, such as a disk or cloud storage container. The alternate medium can be in the same location as the primary data or at a remote location. However, the possibility of weather and other unrelated events usually justify having copies of data at remote locations.

For best results, backup copies are made on a consistent, regular basis to minimize the amount of data lost between backups. The more time that passes between backup copies, the more potential for data loss when recovering from a backup. Retaining multiple copies of data provides the insurance and flexibility to restore to a point in time not affected by data corruption or malicious attacks.

What's the best solution for backup and disaster recovery?

At the moment, the best solution is Datto's Total Data Protection platform. Data is everywhere. Protecting it is everything.

Datto's solutions safeguard businesses from IT disasters, human error, and malicious activity.

With Datto defending your business, you are guaranteed business continuity with uninterrupted access to data on-site, in transit, in the cloud and in Australia.





NETWORK DESIGN AND INSTALLATION

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ith 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.

Security

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.

Commuserv are Cisco-certified small business specialists for all network, support, PABX and VOIP telephony needs. We personally use and have successfully setup many business networks and are considered one of the industry's leaders in networking solutions.

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, Coax and Structured Cabling Systems.

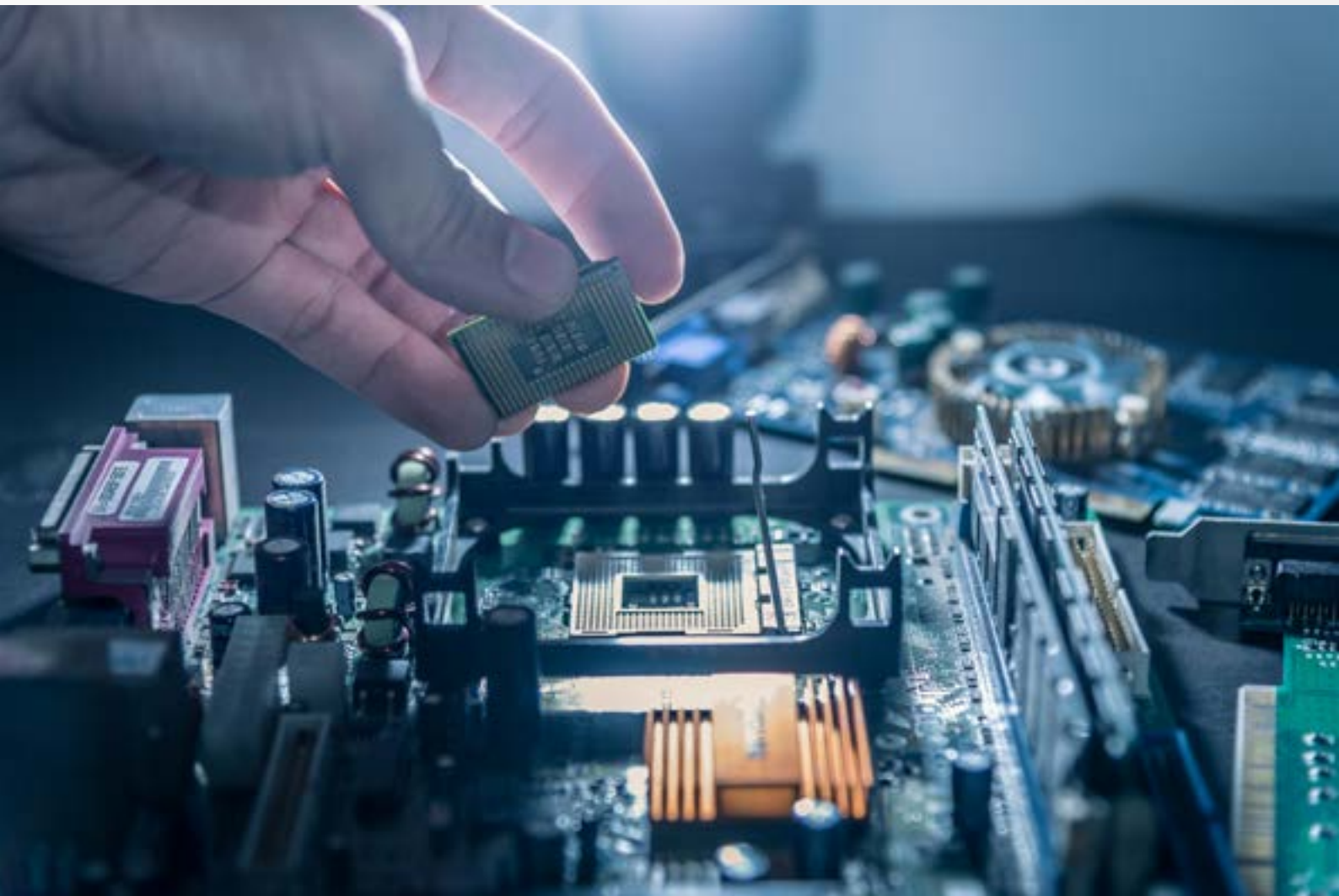
I.T. EQUIPMENT

Computer supplies such as laptops, desktops, smartphones, email, web servers, video conferences, shared file servers – companies have become heavily reliant on IT for day to day operations and ensuring you have the right IT equipment for your business is crucial.

At Commuserv we provide our customers with advice and recommendations based on our knowledge and experience of the industry and the specific needs of your business. We have established partnerships with leading IT hardware and software manufacturers but we always provide independent advice that is not vendor specific.

We firmly believe in providing our customers with 'the right IT equipment for the job and budget' and are as happy working with their preferred manufacturers / suppliers as we are with one of our industry partners.

As an IT Service Provider, our goal is to provide our clients with the most efficient and effective IT solutions possible, within their budget.





INTERNET AND COMMUNICATIONS

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

4G/5G Internet connections are becoming increasingly common 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 ensure you get that important email.

Phone and VoIP

VoIP is an acronym for Voice Over Internet Protocol, or in more common terms phone service over the Internet.

What can VoIP do?

IP phone systems are a scalable and collaboration hub for your business, integrating features such as video conferencing, instant messaging (IM), online collaboration, and mobility to extend your business communications wherever you are. By eliminating separate tools, VoIP phone services make it easier for your team to boost productivity and reduce phone system costs.

Whether you want to simplify phone system management with a cloud-based VoIP phone service, maintain control with an on-premises phone system, or a hybrid of both, Commuserv can help.

Nuskope

We also offer wireless internet through Nuskope. NuSkope is Adelaide's locally owned leading fixed wireless Internet Service Provider and is committed to delivering advanced, high-speed Internet access to homes, schools and businesses across Adelaide and the greater regional area. NuSkope delivers a reliable last mile solution.

Unlike other Internet Service Providers, NuSkope owns their entire network and is not dependent on the local exchange carrier network of phone wires or cable, offering a faster service for our wireless customers.

At Commuserv we are able to procure any Internet Service Provider that best fits your needs.

HOME AND OFFICE AUTOMATION



ur home and office automation systems bring together all of your home automation technologies. So whether you want to turn up the heat, look at some cameras, close the blinds or activate home security, you can, all at the touch of a button.

How control systems work

Automation control systems give you complete control over all automation equipped technologies within your home or office. This can include lighting, climate settings, audio visual, security and much, much more.

What system do we recommend?

For best in class solutions, we recommend Crestron Home & Office Automation systems.

At Commuserv, we are Crestron certified designers and installers. We install a wide range of Crestron home automation technologies and control systems across a variety of residential and commercial projects.

As an Australian Crestron dealer and installer, we can both supply and install your new Crestron products. We can also advise you with specialist product knowledge and aftermarket support.





POINT OF SALE (POS)

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hinking of using Point of Sale system at your next event? Commuserv has got you covered.

Commerce has moved to the cloud, and customers could be anywhere. To meet them where they're at, hospitality and retail businesses are looking to get more from their Point Of Sale software.

With our cloud based POS solution you can sign in and work from anywhere. Your sales, products and reports are always available, always safe, and always up to date. Our solution works both Online and Offline, once your internet connection is restored your sales are backed up to the cloud.

POS for hire / POS for sale

Our Cloud POS solution it's easy to setup and reduces upfront cost of purchasing new Hardware and Software. This means you can now hold those one off sales, run the local events, or test a venue's turnover before committing with ease and at affordable prices and the best thing is we will take care of everything.



Commuserv

SUPPORT AND MAINTENANCE

Concentrate on your business not I.T.. Get I.T. support when you need it and the way you need it. We are always here to help, 24 hours, 7 days a week and 365 days a year.

24 / 7 Helpdesk

IT Support

Maintenance

Monitoring

Site Audits



24/7 HELPDESK AND SUPPORT

From a client perspective, it is frustrating when the little things do not work, they cause time to be wasted but do not necessarily warrant a technical onsite call out. Commuserv offers first-rate IT Services and has a talented team of technicians in Adelaide dedicated to servicing, supporting and resolving issues remotely.

Help Desk

To summarise the process briefly, customers either telephone **(08) 8211 6000** or email an issue or concern through to **help@commuserv.com.au**. This issue is given a case reference to ensure we can track the process and deliver promptly.

The case is then transferred to one of the friendly help desk team who will guide you over the phone or remotely access your system using our Rescue software and will commence troubleshooting and resolving issues.

Where the issue is resolved remotely, you will be charged for only the time incurred as opposed to a minimum 1 hour onsite visit.

Where the issue is not resolved and requires onsite attendance, this will be advised and a technician dispatched with a clear understanding of what has been done prior to continuing and resolving the case onsite.

On-Site Support

Commuserv have in excess of **13 full time senior engineers available** to attend on-site and diagnose the smallest of issues surrounding connectivity, operating systems to business analysis and best practice in today's modern office. Technicians are available 7 days a week from 8am to 8pm or outside of these hours based on pre planning.

Whether you need help with:

- 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, telephone, mobile and computer network systems designs, supply and installation.
- Analysis of current vendors and third party review.
- Cloud migration services.

All engineers have the tools of the trade necessary to be absolutely efficient and effective and make interpretation of issues, big or small seem simple to our customers.



SITE AUDITS

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any small business owners believe that they are already using digital technology effectively, because they have a website and Facebook page. But there are many more ways to use digital technology to improve your business outcomes.

Conducting a digital audit will help you work out whether your business is a digital novice, digitally active or digitally advanced.

Surviving (novice)

A business at this stage would have basic IT by using basic and broad digital channels. For example, they might have a website that isn't updated regularly, and are unable to accept orders via email.

Consolidating (active)

A business at this stage would have medium IT, with a website that is actively used as an e-commerce platform to accept orders. They may be using various pieces of software internally to simplify their processes.

Leading (advanced)

A business at this stage is at the top of the digital innovation game, and constantly striving to better its digital position. They embrace digital solutions across the 9 key components of a digital strategy, and invest in technology and digital solutions across every level of the business.





MAINTENANCE

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egular IT maintenance is essential to ensure an IT system – whether a personal computer or a corporate server – remains secure and stable and operates effectively.

More complex IT maintenance tasks involve company security. Although these may be done internally depending on the skill sets of employees, it is usually too complex a task and as such it makes sense to outsource to a specialist IT support company with the necessary skills and experience.

Security Backups

Commuserv are industry experts, providing bespoke solutions for your IT system, enabling your business to achieve maximum productivity and profitability. Specialising in commercial computer and software maintenance, we know that your systems and software are critical to your organisation and we understand that any failures in your IT infrastructure can be costly in terms of motivation, reputation and finance.

DIGITAL AND APPLICATION SOLUTIONS

Digital disruption is advancing at amazing speeds. Find new ways of connecting people, data, and processes to create true value for your customers. Elevate your business to new heights, start your digital transformation here.

Web Design and Development

E-commerce / Online Stores

Custom Application Development

Customer Relationship Management (CRM)

Intranet and Document Collaboration

Digital Marketing and SEO

Project Management and Consultancy

Data Analytics and Business Intelligence



WEB AND APPLICATION DEVELOPMENT



ommuserv has a dedicated web design Adelaide team, who specialize in website design and development. The team includes web designers, web developers, UX and UI designers, digital marketing experts and project managers. Our team of experts will support you through the whole process to help you create a website that will best suit all your needs.

Website Development Process

Initial meeting

If you are thinking about building a website for your business, you can setup a meeting with one of our project managers at our Adelaide office, to sit with you and listen to your ideas and needs. The initial consultation is always free. Once we have enough information about the project, we will prepare a quotation so you know upfront how much it's going to cost. We will also establish a development timeline so you know exactly when your project will be completed.

Development Process

When you are ready to start, we will guide you through the process to make sure the final product is exactly what you expected.

Why choose Commuserv?

Human-focused

The digital experiences we build are designed to enhance relationships with your customers and increase your return.



Working together

We offer easy, personal connection and a simple contact method. Our approach is collaborative.

We are flexible

Let the needs of your business structure define how we work together rather than our internal processes. Our team can consult with you to develop an approach that works for you that enhances your business' online presence.

Custom themes

We design and build custom, mobile friendly websites that work across all device sizes.



CUSTOMER RELATIONSHIP MANAGEMENT (CRM)



CRM stands for customer relationship management. It's a category of integrated, data-driven solutions that improve how you interact and do business with your customers. CRM systems and applications are designed to manage and maintain customer relationships, track engagements and sales, and deliver actionable data—all in one place.

What does a CRM solution do?

CRM solutions streamline processes and increase profitability in your sales, marketing, and service divisions. A strong CRM solution is a multi-faceted platform where everything crucial to developing, improving, and retaining your customer relationships is stored. Without the support of an integrated CRM solution, you may miss growth opportunities and lose revenue because you're not maximizing your business relationships.

CRM tools make the customer-facing functions of business easier. They help you:

- Centralize customer information
- Automate marketing interactions
- Provide business intelligence
- Facilitate communications
- Track sales opportunities
- Analyze data
- Enable responsive customer service

Running a successful business is no simple task. When marketing campaigns, data analysis, meetings, customer care and more, all happen simultaneously, you need a powerful CRM solution to bring all these functions together in one place.

Introducing Microsoft 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.

INTRANET AND DOCUMENT COLLABORATION

The ability to easily and systematically store, archive and retrieve documents is essential to ensuring all employees are working with the most current information available and can work to prevent lost hours in productivity, trying to recover documents that have been poorly filed or haphazardly archived.

Centralised Information

The use of a document management system allows your company to ensure that all necessary documents are kept in one place. All employees know where to go to find the information they are looking for from the beginning and, with regular use, you're not left stuck without necessary documents if an employee goes on vacation or leaves the organisation.

Simultaneous Updating

Keeping all necessary documents in one location ensures that documents can be simultaneously updated as changes occur. Simple and complex changes can be automatically reflected so you know that no matter who is accessing the data, it's up to date and complete because it's all in one place.

Security

Keeping sensitive information in a document management system helps to ensure that information is kept safe. Irreversible harm can come to a business if vital or otherwise sensitive data falls into the wrong hands. Document management solutions allow you to safeguard confidential business information through a variety of ways including the use of permission settings that only allow authorised users to access certain documents. These



systems can also track who accesses these documents and when, so that you're always on top of who has what information.

Access Anytime, Anywhere

Certain document management systems allow for access no matter what device an individual is using and no matter where that individual is. This can be of particular importance for companies with a large, mobile client base that want frequent and immediate updates on their information. It's also useful to companies that have a large workforce across the country or the globe, offering them access to data no matter what time zone they may find themselves in.

Collaboration

Document management systems are great sources for collaboration among colleagues. Whether it's the creation of a new presentation or the editing of a current portfolio, these systems allow individuals to collaborate on work without the back and forth associated with versioning via email. It also allows individuals that may be thousands of miles apart to collaborate seamlessly and simultaneously.

TESTIMONIALS

"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 Commuserv 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 has delivered 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



RATES

HOURLY RATE	Time	Rate (ex GST)	Rate (inc GST)
Office Hours	Monday - Friday 9:00 am - 5:00 pm	\$160.00	\$176.00
After Hours	Monday - Saturday 8:00 am - 8:00 pm	\$240.00	\$264.00
Other Times	Sundays & Public Holidays 8:00 am - 8:00 pm	\$320.00	\$352.00

Minimum onsite time: **1 hour**.

Minimum help desk support call charge: **15 minutes**.

SUPPORT INFO

General Support

The main email address to send operating issues and requests to is **help@commuserv.com.au** or call **(08) 8211 6000**.

A commuserv representative will review the issue and respond accordingly.

Where the issue is an emergency, we ask that you communicate whether this issue is either:

- Isolated to one user or workstation
- Isolated to a minor application
- Isolated to the main application of your business
- 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.

Administrative Requests

Please make all administrative requests by calling **(08) 8211 6000**, or by emailing **admin@commuserv.com.au**. This includes requests for licensing renewals, the purchase of consumables, and account inquiries.

Sales Support

Commuserv's sales staff are available during regular office hours. They are available by calling **(08) 8211 6000**, 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 **(08) 8211 6000**.

Commuserv

38 - 40 Halifax St. Adelaide S.A. 5000

(08) 8211 6000

Office Hours:

9am - 5pm, Monday to Friday

After Hours Support:

(08) 8211 6000

General Support:

help@commuserv.com.au

Technical Enquiry:

techs@commuserv.com.au

Sales Enquiry:

sales@commuserv.com.au

Administration Enquiry:

admin@commuserv.com.au

Web Development Enquiry:

devteam@commuserv.com.au

