



**Better for business**



# Specialist ICT solutions tailored to the changing needs of your business

ICT is our passion. With more than 14-years of experience, we've earned a reputation for delivering innovative, value for money solutions

locane is one of South Australia's largest independent ICT solutions providers. We offer an integrated range of services and expertise to meet the ever-changing technology needs of business.

Our approach is different. We focus on the delivery of tailored ICT solutions that add value and deliver real results to business.

Our primary objective is to deliver the right ICT solution for each client. We partner with leading ICT vendors to identify the best technology combinations to meet business needs now and in the future. Our solutions are reliable and flexible, helping businesses evolve as their needs change.

We build long-term professional partnerships. We value our business relationships and know that exceptional customer service, seamless communication and a constantly evolving knowledge base are critical to best practice ICT service delivery. These demonstrated abilities have seen many of our clients partner with us since our inception in 1999.

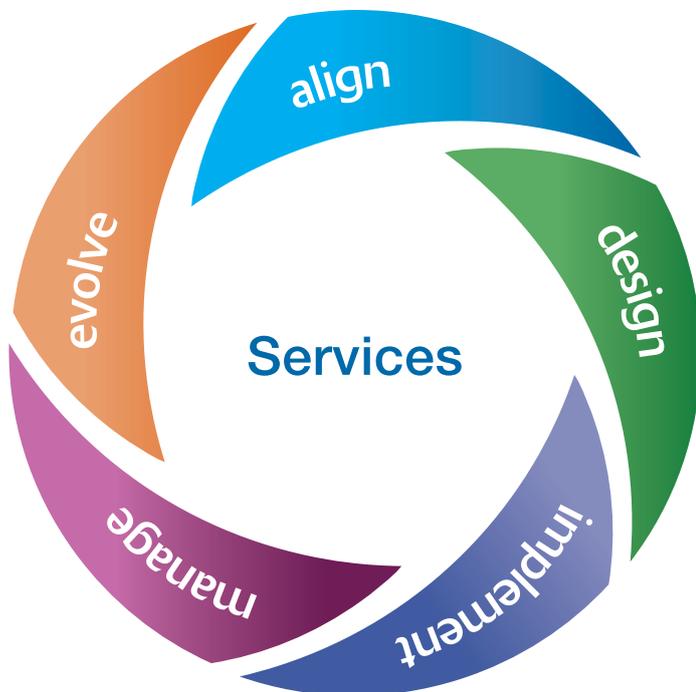
Our portfolio includes more than 300 clients across multiple industry sectors from corporate and government to defence, education, not-for-profit and manufacturing.

locane is 100% Australian owned and operated. With a team of highly experienced engineers there are no limits to our ability to support local, national or international business needs. We are a professional services firm with a commitment to responsive customer service.

locane – Better for business



## Our approach



### align

We identify your business and ICT requirements to deliver a tailored solution

### design

We design innovative, value for money ICT solutions using the latest technologies

### implement

We implement solutions that are flexible and integrate with your existing business systems

### manage

We deliver real results, dedicated customer service and quality performance

### evolve

We'll evolve your ICT solutions as your business needs change



## Our services

### align – ICT strategy

We work with our clients to develop ICT strategies that improve business performance and align ICT solutions with business plans and defined business outcomes.

Our approach to ICT strategy development delivers a capital and operational plan that can be used as the platform to align business and ICT objectives, while providing flexibility and adaptability.

### align – ICT consulting

locane's ICT consultancy services include systems and infrastructure reviews, health checks, capacity and performance assessments and gap analysis.

We provide advice on mapping business uptime requirements as well as business continuity and disaster recovery plans. This service also extends to auditing, assessing and remediating security policies and practices.

Our expertise in data governance requirements helps our clients to keep track of their unstructured data. We can assist in managing access requirements and ensure that you know what data is stored, who has access to the data, when it has been accessed and other critical data events.

### design – architecture

We know business needs change. We architect and implement reliable, flexible ICT solutions that evolve and leverage advances in technology when they need to. Our ICT solutions are based on sound design processes aligned to business goals and can be easily integrated into existing systems.

We design and implement:

- Consolidated data centres, maximising virtualisation technologies
- Converged networks
- Storage, backup and recovery solutions
- Remote desktop solutions for network access 'on any device, from anywhere'
- Enterprise systems for AIX, Solaris, HP-UX and IBM AS400

We partner with all the leading ICT vendors to design and implement solutions that feature the right combination of technologies to meet business needs.

### design – applications

locane has the capability to design business solutions and applications that can integrate with disparate systems. This ensures you can access crucial information and applications to meet specific business requirements.



## implement – defined projects

We have extensive experience delivering on time and on budget defined, fixed price projects across a range of industries.

locane can deliver end-to-end projects from business alignment, solution planning, design, deployment and integration as well as project management and support services. Examples include:

- Technology infrastructure architecture and design
- Storage strategies, architecture and deployment services
- ERP infrastructure design and deployment architecture
- Desktop SOEs, desktop virtualisation, one to one programs
- Wired and wireless networks
- System reviews, through audits and health checks
- Application development
- Process and policy development

## manage – ICT support services

We value customer service. We know our client's needs vary so we offer a range of support solutions:

- Support service helpdesk, a single point of contact providing technical support dependant on business need, from standard business days-business hours to on-call 24x7 support
- Ad-hoc support and escalation for complex problems
- Staff backfill, when additional skilled resources are required
- Procurement partner, working with you to purchase and supply your ICT equipment on time and as required

## evolve – “as a service” offerings

locane “As a Service” offerings include infrastructure, disaster recovery, backups and licensing services. Each service reduces the complexity of the ICT environment, freeing up in-house ICT personnel, capital and increasing productivity and efficiencies.

locane offers a secure, highly available “on demand” infrastructure platform that organisations can run their business upon, freeing up capital to undertake important business projects.

Teamed with the locane Managed Services the “As a Service” offerings provide our clients with comprehensive, rapidly scalable and tailored ICT solutions that simplify the environment, add value and deliver real business value.

## evolve – managed services

locane Managed Services is a tailored approach to core systems management. This level of support extends to the monitoring, management and reporting of all ICT infrastructure including server, storage, network and security devices.

We work with our clients to determine their service level requirements based on their business needs considering internal skillsets, availability requirements and the legislative environment.

We provide pro-active, re-active and ad-hoc tasks to outsource ICT or augment internal skillsets.

Our services and supporting infrastructure help to ensure every dollar invested in ICT delivers the maximum possible return through the application of first class expertise, resources and innovation.



## Our technology solutions

We partner with leading ICT vendors to identify the best technology combinations to meet our client's needs now and in the future.

locane's team of highly skilled and experienced technicians have comprehensive knowledge and understanding in many vendor products.

### Cisco

Since the company's inception, Cisco engineers have been leaders in the development of Internet Protocol (IP) based networking technologies, enabling easy access to information, anywhere, at any time. Today, with more than 65,225 employees worldwide, this tradition of innovation continues with industry leading products and solutions.

### Citrix

Citrix solutions pave the way for business to thrive in the cloud era, embracing mobile users, personal devices, wireless access, app stores, SaaS, and cloud infrastructure.

### Hewlett-Packard

Hewlett-Packard delivers vital technology solutions spanning IT infrastructure, personal computing and access devices, along with imaging and printing equipment.

### IBM

IBM is an acknowledged leader in enterprise hardware and software. IBM solutions include infrastructure, application platforms, logical partitioning, storage and networking technologies.

### Microsoft

Microsoft provides cutting-edge integrated business software solutions be it for smaller organisations through to enterprise-wide implementations.

### NetApp

NetApp creates innovative storage and data management solutions with outstanding cost efficiency. Their solutions and virtualised storage technologies provide nonstop availability of critical business data and speed product development.

### VMware

VMware is a world leader in virtualisation technologies in the X86 space. VMware products increase business systems efficiency, availability and flexibility and reduce the timeframe and complexity of delivering new services to business.





## We build long-term partnerships

We understand customer service is critical to best practice ICT service delivery

We build long-term professional partnerships and have a proven track record across multiple industry sectors, from corporate and government to education, not-for-profit and manufacturing. Examples of our clients include:

### RAA

Since our inception in 1999 locane has partnered with the RAA to manage specific systems and deliver an on-call 24/7 ICT support service.

### Polyaire

For more than 12 years locane has provided ICT services for air conditioning manufacturer, Polyaire, ranging from core systems management to enterprise architecture.

### APA

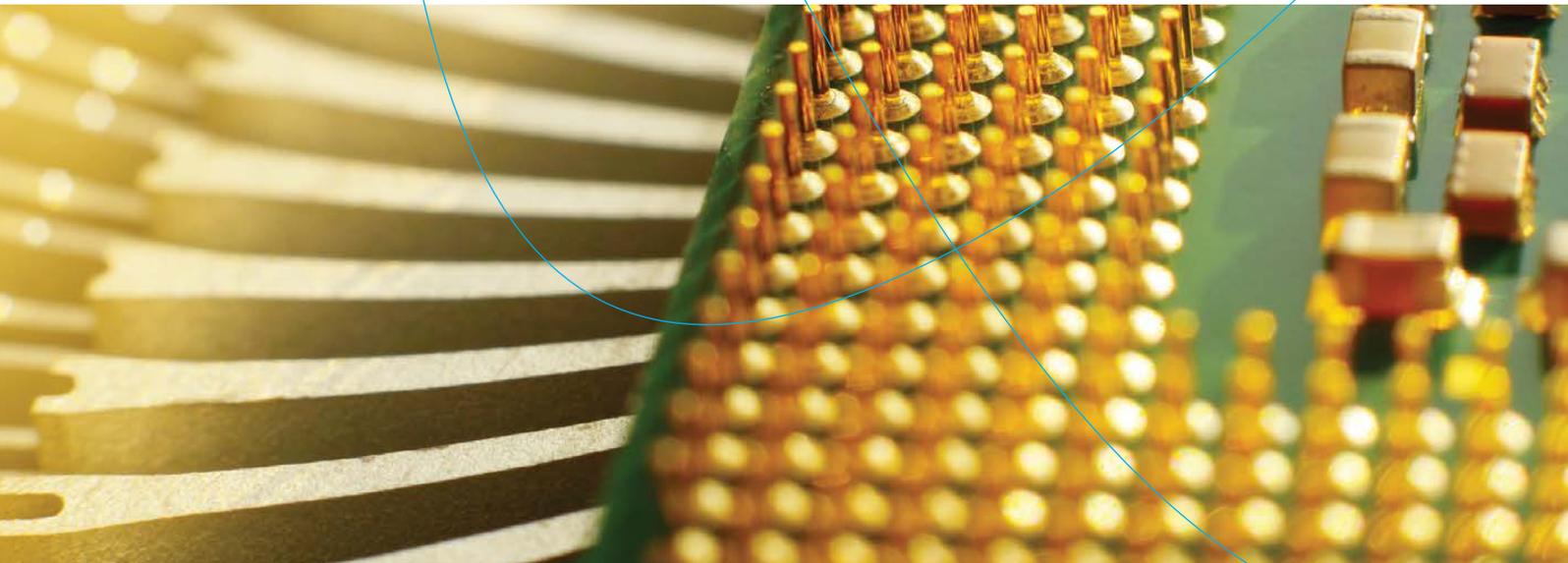
locane has delivered a 24/7 managed service for the gas billing system at APA since 2006.

### Anglican Community Care

For 8 years locane has been proud to provide frontline technical support for Anglican Community Care - a community charity servicing regional communities in South Australia. We provide ICT support services and have assisted the organisation with various projects and fundraisers.

### Government

We work with many local and state government bodies to deliver a variety of projects that add value and improve ICT performance.



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