



CAPABILITY STATEMENT

MURU GROUP (PO Box 278, Sylvania Southgate NSW 2224)

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EXECUTIVE SUMMARY

Muru Group is a leading Indigenous supplier of information technology and managed services in Australia. Our focus is on helping customers of all sizes to adapt and prosper in the online world. Our extensive range of services helps organisations to take advantage of new opportunities presented by internet based technologies, building on their existing technology investments where possible.

Muru Group solutions are designed to solve immediate business challenges, while still being flexible enough to support companies as they adapt to new opportunities in a rapidly changing online world.

Muru Group specialises in the design, implementation and management of information technology and resources to create business value for our clients, with:

- expertise in procurement, advanced infrastructure, unified networks and security, talent management and managed services
- a focus on business benefits to make technology work for you
- strong partnerships with clients, distributors and vendors

The Muru Group Advantage

- ✓ Expert advice backed by
 - profound knowledge of leading vendors' products and services catalogues,
 - access to bespoke vendor hardware configuration tools, and
 - supported by a nation-wide distribution channel
- ✓ Competitive pricing, achieved through direct vendor partnerships and negotiations
- ✓ Streamlined end to end procurement and order fulfilment, providing up to date delivery estimates and back-order reports
- ✓ Value added services, including partial shipment, asset tagging, batch base builds, etc
- ✓ Access to Industry-specific pricing for Government, Education, Not For Profit and Education
- ✓ Project-centric approach with a proven track record in project implementations
- ✓ Managed Services offerings backed by excellent processes, procedures and qualified staff, providing peace of mind and trust in every engagement
- ✓ Strong focus on long term partnerships and building meaningful relationships with our clients

History

Muru Group is a private majority Indigenous owned company which is Supply Nation certified. Muru Group was founded in 2012 by CEO Mitchell Ross, who is a Bidjigal man from La Perouse in south-east Sydney. Muru means "Pathway" in the language of the Bidjigal people, and much like our CEO Mitchell, we are committed to creating a "pathway" for Indigenous prosperity, with the ultimate goal of forging a positive legacy for future generation of Indigenous people.

Our Partners

Since launching, Muru Group has been able to forge many successfully partnerships with local, national and international organisations to deliver successful services to end users. Muru Group has established a key alliance partnership with AC3 (KLIKON Solutions), this partnership helps us deliver our capabilities and provides us with scale.

MURU GROUP'S APPROACH

"We make partnerships, not deals"

By partnering with Muru Group, you enhance your internal information technology resources with our team of specialists. Our partnership approach delivers you peace of mind, and enables you to get the most from your in house people and infrastructure.

"We're agile so can leap to your attention"

Muru Group is structured for innovation. We can think on our feet and adapt our services to respond to each one of our clients' needs. You'll get to know our faces, and you'll be speaking to the person who can make a decision that benefits your business.

"Yet you're in a safe pair of hands"

We leave nothing to chance. Muru Group has the expertise, experience and our best-of-breed approach ensures that business-critical services are available and cost-effective. We earn our clients' trust by getting to know their business, and delivering technology that creates real business value.

To do all this effectively, resources are aligned with the three typical phases of any technology lifecycle. Each lifecycle phase has multiple specialist service products aligned to it to ensure technology is applied to their business needs in a simple and value added process from concept through to disposal.



The Muru Group Approach – Aligning business services to technology lifecycle phases

DESIGN

CONSULTING SERVICES

Muru Group provides objective, relevant and expert advice on IT strategy, structure and process. Our approach is based on a philosophy of ensuring that our work contains not only short term sustainable solutions, but measurable long term benefits.

CURRENT STATE ASSESSMENT

The fundamental prerequisites to any IT implementation is to understand the strategic objectives IT has to facilitate and the services, policies and standards it needs to observe. The Challenge is then to apply the expertise and processes to design and implement cost effective technology solutions that will underpin the desired outcome. The Muru Group Current State Assessment serves to evaluate the alignment of a Company's strategic IT objectives to the operational IT environment and provides a gap analysis as well as recommendations to close the gap.

IMPLEMENT

PROCUREMENT

Muru Group provides a holistic procurement offering encompassing each step of the supply chain. Muru Group's national vendor and logistics management expertise gives clients peace of mind. We are your end-to-end solution for all your procurement needs.

ADVANCED INFRASTRUCTURE SOLUTIONS

Muru Group helps organisations maximise a return on investment with virtualisation and server consolidation, storage management, software deployments and application delivery. Muru Group is vendor neutral so we deliver you the products and services that are best for your business.

UNIFIED NETWORK AND SECURITY SOLUTIONS

Muru Group provides a baseline for measuring and improving network performance and security practices against current and future business objectives. Muru Group also specialises in Unified Collaboration and Contact Centre solutions.

MANAGE

SERVICE DESK

Muru Group's Service Desk provides a single point of contact for all IT support call logging, tracking and contractor requirements. Using an advanced Help Desk management tool, we provide first and second level desktop support both onsite and remotely. This service is designed to meet high Service Levels and increase Customer Satisfaction.

RAPID RESPONSE

Muru Group's Rapid Response Service provides access to skilled technical resources in events of system outages or downtime, in order to assist with restoring Customer services to normal operation as quickly as possible in accordance with the Technology coverage, Target Response and other terms of this SLA.

MANAGED BUSINESS SERVICES

Muru Group's Managed Business Services help organisations manage and maintain business-critical systems. With a focus on Business Services, Muru Group's Network Operations Centre provides 24x7 monitoring of our clients' mission critical services.

KLOUD

Muru Group offers cloud hosting services using best of breed technologies, robust tools, and customer-focused service delivery. Muru Group's Kloud operation is compliant with ISO 27001, which is an International Information Security Standard.

VENDOR CERTIFICATIONS AND ACCREDITATIONS

Muru Group leverages of its partnership with AC3 (KLIKON Solutions) to provide our customers with the capabilities they require. AC3 holds the following vendor certifications which enables Muru Group to deliver a variety of products and services with a high level of expertise and skill.

CISCO

Cisco Premier status with Advanced Unified Communications and Express Foundation specialisations recognises commitment to excellence in Voice, Wireless, Security, Routing and Switching solutions.

CERTIFICATIONS

- Cisco Premier Certified Partner
- Cisco Express Foundation
- Cisco Advanced Unified Communications
- Cisco Smart Care Registered Partner



HP

Premier Business Partner status means we can deliver value to our clients through software licensing, desktop and laptop computers, server and storage technology and data centre infrastructure solutions.

CERTIFICATIONS

- HP Premier Business Partner
- HP Business Partner Solutions Architect (BPSA)
- HP ServiceOne Expert
- HP ExpertOne Advanced
- HP Storage Premium Specialist partner



MICROSOFT

Microsoft Silver Partner status demonstrates our commitment to delivering professional and high quality IT services. It provides our clients with the peace of mind knowing that we have the skills and experience to deliver services including, server and storage virtualisation, client and end-point management, messaging and communications, whilst providing access to the very highest levels of support from Microsoft.

CERTIFICATIONS

- Microsoft Silver Midmarket Solution Provider
- Microsoft Authorised Education Reseller
- Microsoft Managed Services Provider



VMWARE

We are a leading virtualisation solutions provider. Our expertise in virtualisation means we can help clients become more efficient, reduce costs and improve business continuity with their IT systems.

CERTIFICATIONS

- VMWare Partner – Enterprise
- VMWare Partner – Professional Solution Provider
- VMWare Managed Services Provider



CITRIX

As a Citrix Gold Solution Advisor, we can deliver the highest level of technical expertise and product knowledge, and the most competitive pricing, for Citrix applications and desktops.

CERTIFICATIONS

- Citrix Partner – Gold Solution Advisor
- Citrix Managed Services Provider



IBM

As an IBM Partner, we actively collaborate with IBM to deliver IT solutions for our clients that provide a competitive edge and significant organisational value.

CERTIFICATIONS

- IBM Premier Business Partner

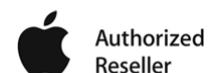


OTHER VENDOR PARTNERSHIPS

In addition to the vendors listed previously, we have also partnered with leading vendors in the hardware, software, security, application and data management space.

PARTNER STATUS

- Lenovo Business Partner
- Apple Authorised Reseller
- F5 Partner
- Riverbed Premier Partner
- Check Point Silver Partner
- RSA Access Partner
- Symantec Registered Partner
- Trend Micro Affinity Partner
- Trend Micro Managed Services Provider



Vendor Certifications and Accreditations

- Oracle Gold Partner
- Commvault Advantage Technology Partner
- Telstra T Dealer (OSX17, EFLE)
- Vocus Reseller
- CA Channel Partner



PROCUREMENT

ENGAGEMENT OPTIONS

Muru Group Solutions resells hardware, software, licensing, maintenance and bespoke implementation services offered by leading IT vendors. These can be purchased a direct procurement engagement or part of a Muru Group-defined solution, which includes professional services.

ECOMMERCE PORTAL

Muru Group has made a significant investment in ITQuoter with integrated eCommerce/eProcurement.

ITQuoter enables Muru Group to provide up-to-the-minute pricing information (in multiple currencies), availability status and configuration options for all quotes – including automated updates of favourable adjustments in price or product availability during the quoting process. ITQuoter can also facilitate bid pricing management and automatic bid importing. ITQuoter will also feed the front end eProcurement B2B portal.

The Enterprise eCommerce portal is a permission-based system. It can be controlled by the Customer's purchasing manager to restrict features, products, purchasing, ordering and invoicing from within the organisation. Muru Group can integrate into the Customer's own value chain process and streamline the ordering process. Key features of the eCommerce portal are:

- Automatic online registration
- Customer customised price books
- Standardised quoting for recurring orders
- Real-time access to quotes, orders and invoices
- Simple online interface
- Quickly and easily add or remove users
- Scalable and Secure
- Requisition Process
- Customer specific integration
- Per-user purchasing limits

PRE-SALES VALIDATION

The Customer's purchasing decision process often includes navigating a minefield of information and trying to determine the best solution specification, vendor selection, at the best possible price.

Muru Group is geared to be the Customer advocate through this process, by:

- facilitating vendor product demonstrations
- leveraging vendor configuration tools and industry subject matter experts in defining or validating solution specifications
- developing valid custom-built Bill Of Materials
- registering "big deals" and negotiating vendor special discount structures

ORDER FULFILMENT

Once an order has been received, Muru Group can manage the fulfilment process and arrange product shipping either through Distribution or directly from the Vendor. Muru Group will provide regular updates on delivery ETA's (Estimated Time of Arrival) for your order.

STOCK CONTROL

For large volume orders of commodity stock (such as laptops), Muru Group can manage buffer stock and keep the Customer aware of stock levels. Muru Group can also work directly with vendors to manage hardware model lifecycle changes and keep the Customer up to date.

DISTRIBUTION SERVICES

As part of supply of hardware, Muru Group is able to leverage complementary services, at a cost-effective nominal fee, relating to hardware purchased through Vendor Distribution Centres. Such services include, but are not limited to:

- Asset Tagging
- SOE Imaging for PC's
- Burn-in testing for Servers
- DOA testing and returns processing
- Assembly services
- Custom assembly services (such as standard monitor arms being replaced with swivel stands, etc)

FREIGHT

Muru Group offers flexible freight options that suit the Customer's preference and fit within their project schedules. Options include:

- Single shipment to a single location
- Split shipment to multiple locations
- Phased shipment, either to a single or to multiple locations
- Standard or express shipment
- Shipment with transit insurance

HARDWARE AND SOFTWARE LIFECYCLE MANAGEMENT

Most hardware and software orders will include maintenance agreements with the hardware manufacturers or software vendors. Muru Group can assist with managing these with specific focus on renewal reminders, co-termination agreements, and open License agreements. Muru Group will also keep customers informed of vendors and manufacturers' advisory board notifications relating to products defects, vulnerabilities, patch releases, End of Life announcements, and End of Support announcements.

PROFESSIONAL SERVICES

ENGAGEMENT OPTIONS

Muru Group Solutions offers flexible engagement models to suit the Customer's budgeting and purchasing preferences. The customer can choose to engage Muru Group on a Time & Materials Basis or a fixed price Project.

PROJECT ENGAGEMENT

PROJECT LIFECYCLE OVERVIEW

At Muru Group Solutions we believe that the best way to manage and deliver a project is to break it down into clearly defined phases. Utilising a strong understanding of PMBoK (Project management Body of Knowledge) principles and our extensive industry experience we have developed the Muru Group Project Management Methodology, K-BoK (Muru Group - Body of Knowledge) based on this principle.

The Muru Group Project Life Cycle is divided into the following 5 key phases for all projects. Each Phase has a key objective, these are to:

- | | | |
|-------------|---|----------------------|
| 1. Define | - | Initiation Phase |
| 2. Confirm | - | Engagement Phase |
| 3. Plan | - | Development Phase |
| 4. Do | - | Implementation Phase |
| 5. Complete | - | Closure phase |

Understandably the governance required will depend on the complexity of the project scope undertaken. Our flexible approach ensures accountability and visibility for each phase of your project delivery while maintaining a continuous focus on quality assurance, cost-benefit analysis, risk management, change management, communication and reporting.

The table following outlines the project lifecycle, key inputs/outputs, objectives and the general activities performed to deliver the best possible outcome for all stake holders

MOVING FROM PHASE TO PHASE

Each phase like a project is intended to have a clear beginning and an end point and should be completed before the next one commences.

Completing a phase involves achieving a certain outcome (or milestone). Once that outcome has been achieved, the project can progress to the next phase. This is termed "passing through a Phase Gate". Sign off occurs for this milestone as a method of control and the project can then move to the next Phase. This discipline is critical to the successful operation and integrity of the entire K-BoK process.

There may however be circumstances where not all the activities in a Phase are complete but it is warranted to progress to the next Phase. This is the ultimate decision of the Muru Group Engineering Manager or Muru Group Senior Management and the Customer. Any incomplete activities should ultimately be carried over into the next Phase and tracked until implemented successfully.

CORE GUIDELINES FOR EACH PHASE

Depending on the project, differing activities, tools and documentation may be utilised during each Phase. The following tables set out the full range of possible project activities within each phase – what its purpose is, the expected outcome and what the measurable output should be.

Although not all activities will be required for every project, this table is an essential guideline for managing projects under the Muru Group Project Management Methodology, K-BoK.

PROJECT LIFECYCLE – OBJECTIVES, KEY INPUTS, MILESTONES / KEY OUTPUTS AND GENERAL ACTIVITIES

* Documentation specific to Managed Services Projects

PHASE	MONITOR & CONTROL				
	INITIATION	ENGAGEMENT	DEVELOPMENT	IMPLEMENTATION	CLOSURE
Objectives	Define the solution at a fair and acceptable price and obtain client agreement	Clarify the scope and communicate to all stakeholders Project Establishment	Plan the Project and confirm the Design	Deliver, Monitor and Control	Obtain Customer acceptance of project completion
Key Inputs	<ul style="list-style-type: none"> RFT / RFP Customer brief 	<ul style="list-style-type: none"> Customer requirements / proposal definition Project Initiation Process 	<ul style="list-style-type: none"> SDA/SOW Project team Project Plan 	<ul style="list-style-type: none"> TAD WBS Project Team 	<ul style="list-style-type: none"> WBS Operations Manual / Work Instructions* Project team
Milestones / Key Outputs	Receive a Purchase Order & signed SDA/SOW	Draft Project Plan	TAD sign off	Milestone CoA & ABD Acceptance	Certificate Of Acceptance
General Activities	<ul style="list-style-type: none"> Prequalification Sales process Approved Consulting Opportunity Design Solution Develop cost model / WBS PM Pricing Template Initial Project Classification 	<ul style="list-style-type: none"> Confirmation of Project Classification Establish project in Service Desk Set up project folder Allocate PM Assign project team Internal Project Kick-off External Project Kick-off Confirm Governance requirements Validate solution design and cost models / WBS 	<ul style="list-style-type: none"> TAD Revise and update WBS Confirm BOM Finalise Sub-project Requirements Prepare Project Plan, including: Resources assigned Dependencies Schedule Initiate Change Management regime 	<ul style="list-style-type: none"> Execute Project Plan /WBS Managing: Contacts Customer expectations Escalation Risk & issues Change Control Action Items Document Control Project Reporting Invoicing 	<ul style="list-style-type: none"> Handover Final Customer Acceptance Final invoice Internal close out Customer Feedback Post Implementation Review Realisation of benefits (Muru Group for Implementation,

	<ul style="list-style-type: none"> • Initial Governance Review • Prepare and present SDA, SOW or Customer Proposal 	<ul style="list-style-type: none"> • Define Sub-projects • Contacts*/Agreement*/SLD* (Service level Description 		<ul style="list-style-type: none"> • Effective Communication • Complete Sub-projects • ABD 	<p>Customer for Deployment)</p> <ul style="list-style-type: none"> • Work Instruction * • Service Delivery Manual*
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TIME AND MATERIALS ENGAGEMENT

LOGGING A REQUEST

The Muru Group Solutions Service Desk acts as the single point of contact for all requests. Its objective is to provide customers and their users with confirmation that their request has been accepted and the rapid restoration of normal services to its Customers and users has commenced. The Service Desk tools will provide the Customer or User with a receipted unique reference number, which also allows for querying of the request's progress.

Through the Service Desk operations, Customer Service Coordinators will be responsible for all correspondence with the customer, such as:

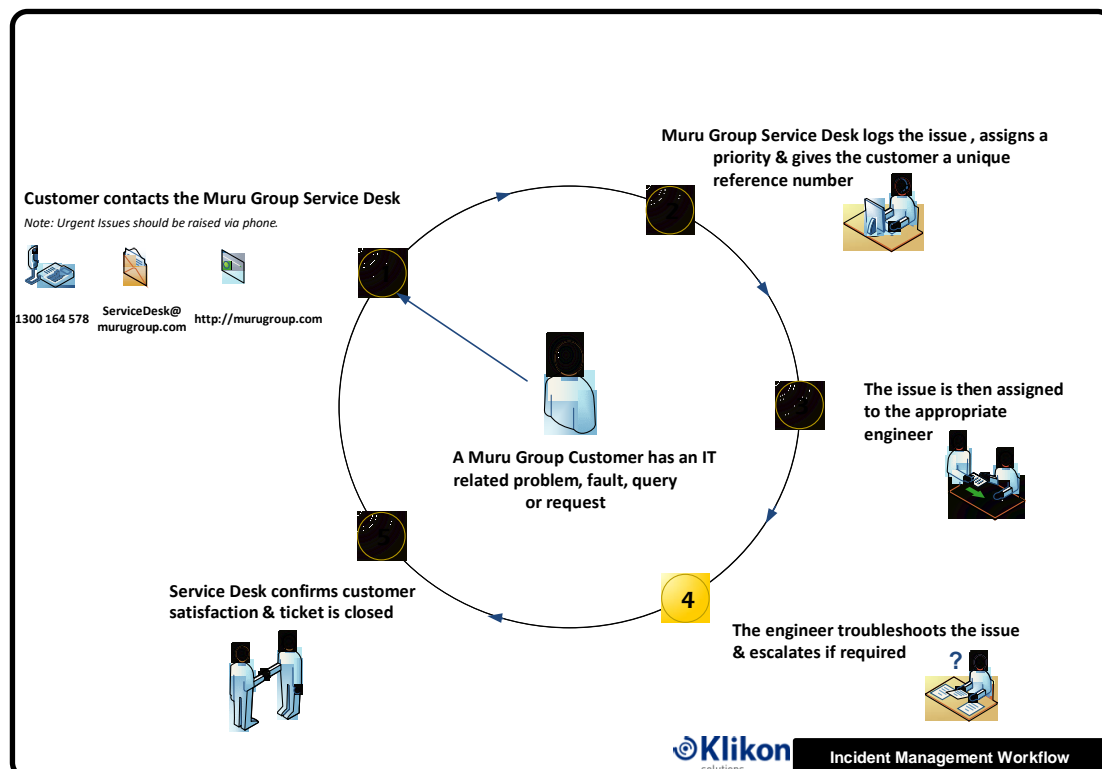
- When an engineer may be dispatched
- When an installation is scheduled
- When further information is requested.

Customers may submit requests via:

- Sending e-mail to servicedesk@murugroup.com
- Calling 1-300-164-578

Prepare & provide as much collateral detail when submitting a request, e.g.:

- Contact information (Full Name, Company, Department, and Contact Numbers)
- Who and/or how many users this problem is affecting
- Make a clear and specific description of the problem or request, including information regarding any error message you may have received.



STANDARD HOURS OF OPERATION

The Muru Group Solutions Service Desk is located in Sydney. The Muru Group Solutions Customer Service Coordinators are onsite and available from 8:00 am to 6:00 pm AET, Monday through Friday, except for Public holidays. The Client must direct all requests for services to the Service Desk in accordance with "Service Request Procedures" outlined below.

Service requests can be submitted by e-mail 24 hours a day. If a client submits a request via email after standard hours of operation, Muru Group reserves the right to respond to the request the next service day.

MINIMUM JOB TIMES

Type of Job	Minimum Job Time
Business Hours, Remote	15 minutes
Business Hours, Onsite	1 hour
After Hours, Remote	1 hour
Scheduled After Hours, Onsite	1 hour
Unscheduled After Hours, Onsite	2 hours

FUNCTIONAL ROLES

RESOURCE LEVEL	
L5: Project Manager	<ul style="list-style-type: none"> • Provide project management for projects with complete accountability for the successful delivery • Provide a defined range of reports • Management of technical resources to deliver the required outcome • Manage project scope and change in line with Muru Group or the Client's methodology • Review status of projects with other personnel as required • Identify issues and risks, and ensure that these are managed • Accountable to drive all project issues to satisfactory resolution
L5: Solutions Architect	<ul style="list-style-type: none"> • Provide High Level Architecture & Design across the Infrastructure and Network and Security technology areas • Perform technical writing and documentation • Provide Strategy and advice • Provide technical solutions to business challenges • Provide technical leadership to projects and major works • Provide standards and best practice based audit and analysis • Provide technical account management • Consultation & Guidance to achieve Continual Service Improvements
L4: Senior Infrastructure / Unified Networks and Security Engineer	<ul style="list-style-type: none"> • Specialist support for individual applications, systems, network & security (e.g. VMWARE, Microsoft, Cisco, Citrix, Checkpoint, F5, HP & IBM) • Project Implementation work • Advanced System Administration & Configuration • Perform technical writing and documentation

RESOURCE LEVEL	
	<ul style="list-style-type: none"> • Configuration, upgrades/management, bios, IOS & patching of systems • General problem determination, problem source identification & resolution • Support of systems engineers • Escalated Problem Management & Resolution
L3: Systems Engineer	<ul style="list-style-type: none"> • Support for individual application, systems, network & security (e.g. VMWARE, Microsoft, Cisco, Citrix, Checkpoint, F5, HP, IBM) • Project Implementation work • General System Administration & Configuration • Investigation & Resolution of issues relating to systems • Implementation of standard policy & procedures • Break fix support in regards to hardware, software and network • Installation of standard operating system on servers • Incident Management and resolution • Problem Management and resolution
L2: Desktop Engineer	<ul style="list-style-type: none"> • Provide 2nd level support for standard software and operating systems to PC's, Laptop's • Installation of operating systems and application software • Installation of peripheral devices (e.g. printers, scanners & switches) • Escalation of unresolved problems to the Systems Engineer • Patching PC's • Diagnose Break fix issues • Physical installation of system • Incident Management and resolution

ITIL SERVICE LIFECYCLE MODEL

Lifecycle Phase	Muru Group Resources Involved
Service Strategy	Account Manager, Solutions Architect
Service Design	Account Manager, Solutions Architect
Service Transition	Project Manager, Senior Engineer, Systems Engineer
Service Operation	Systems Engineer, Desktop Engineer
Continual Service Improvement	ALL

PERSONNEL QUALIFICATIONS

Muru Group pride themselves on employing high calibre resources and further developing their skills and qualifications. The Muru Group and our contractors are comprised of specialists who hold a number of certifications.

CERTIFICATIONS

ITIL

ITIL Foundation v 3

ITIL Intermediate Lifecycle - Service Offerings and Agreements

ITIL Intermediate Lifecycle - Operational Support and Analysis

ITIL Intermediate Lifecycle - Release, Control and Validation

CISCO

CCIE-R/S - CCIE Routing/Switching

CH-WSDIR - Cisco Webex Solutn Design and Implementation Representative

PATVSSE - TelePresence Video Sales Specialist for Express Exam

LCSAUC51 - Cisco Lifecycle Services AUC (650-251)

PSACASE - Advanced Collaboration Architecture System Engineer Exam

CCDA - Cisco Certified Design Associate

4011REC - 4011 Recognition

SND - Securing Cisco Network Devices Exam

CQS-CCADR - Collaboration Architecture Systems Engineer Representative

CADS - Collaboration Architecture Design Specialist

IQOS - Implementing Cisco QOS (#642-642)

CCNP - Cisco Certified Network Professional

ISCW - Implementing Secure Converged Wide Area Networks

BCMSN - Building Converged Cisco Multilayer Switched Networks

CCNA - CCNA Routing and Switching

CQS-CWDIS - Cisco Webex Design and Implementation Spec

CCNP — Cisco Certified Network Professional

Cisco ASA Specialist

CQS-DS - CQS-Cisco IP Telephony Design Specialist

UCAD15 - Cisco IP Telephony Design Specialist Exam

BSCI2 - Building Scalable Cisco Internetworks (#642-801-BSCI)

CCNA-V - CCNA Voice

CCNA-SEC - CCNA Security

CIPT3-4 - IP Telephony Support (#642-444 CIPT)

VIVND — Cisco Video Network Specialist

Cisco Express Collaboration Field Engineer Representative

PSACAFE - Cisco Collaboration Architecture Field Engineer

CQS-CCSR1 - Cisco Collaboration Field Engineer Representative 1

CCNP-V - CCNP Voice

CQS-CRMCS - CQS - Cisco Rich Media Communications Specialist

CQS-CVNS - Cisco Video Network Specialist

CVOICEV8 - Implementing Cisco Voice Communications and QoS v8.0

RMC - Cisco Rich Media Communications (#642-481) Exam

CQS-FSPS - CQS - Cisco Foundation Express Field Specialist

CSS1 - Collaboration Support Specialist 1

CQS-ECFE - Express Collaboration Field Engineer

PATVFEE - TelePresence Video Field Engineer for Express Exam

CH-EFFE - Express Foundation Field Engineer Representative

CIPT1 - Implementing Cisco Unified Communications Manager, Part 1

CQSCUCUCSS - Cisco Unified Communications on Unified Computing Systems Sp

CQS-IPCCER - Cisco IP Contact Center Express Representative

CQS-IPCCE - CQS- Cisco IP Contact Center Express Specialist

CCIP - Cisco Certified Internetwork Professional

CH-UCUCR - Cisco Unified Communications on UCS Representative

CITRIX

CCA for Citrix XenApp 6

CCA for Citrix Access Gateway 4

Citrix Certified Administrator (CCA)

CCSP 2010 for Application Networking

CCSP 2010 for Server Virtualization

Citrix Certified Associate – Apps and Desktops

Citrix Certified Sales Professional 2013

COMMVault

CommVault System Administration

HP

HP AIS - StorageWorks Integration [2011]

HP APC - StorageWorks Solutions Architect [2011]

HP ASE - StorageWorks Integration [2011]

HP ATP - BladeSystem Solutions Integrator V8.1

APC - HP ProLiant Server Solutions [2010]

APC - HP StorageWorks Solutions [2010]

APC - HP Virtualization Solutions [2010]

HP ASE - Server Solutions Architect V8

HP Technical Certified II - Enterprise Solutions [2012]

HP AIS - Accredited Integration Specialist

HP ASE - Accredited Solutions Expert

HP ATP - Accredited Technical Professional

IBM

IBM PureFlex Presales Technical Support

IBM Storage Sales Specialist

IBM System X Specialist

MICROSOFT

Microsoft Certified Professional

Microsoft MCSE

Microsoft Certified Technology Specialist (MCTS) Hyper-V

Microsoft Certified Technology Specialist (MCTS) SCVMM 2008

MCP Windows XP Professional

Microsoft MCITP

ORACLE

Oracle Systems & Storage Presales

VEEAM

VMSP – Veeam Sales Professional

VMTSP – Veeam Technical Sales Professional

VMWARE

VCP - VMware Certified Professional

VTSP

VMWare Presales

OTHER

AppSense Certified Administrator

WebSense Certified Administrator

Project Management Fundamentals

ISO Quality Auditor

SERVICE CHARGES

Muru Group Solutions offers flexible payment models to suit the Customer's budgeting and purchasing preferences. The customer can choose to engage Muru Group on a Time & Materials Basis, use prepaid HealthyNet Vouchers that offer discounted rates, or as a Fixed Price Project with pre-determined Milestone payments.

HEALTHYNET OVERVIEW

HealthyNet Vouchers enable organisations to receive discounted services on a pre-paid basis so you can effectively budget your expenditure on IT support and consulting services.

HealthyNet Vouchers are pre-paid services that can be used across Muru Group's complete range of Professional Services including:

- Preventative Support
- Reactive Support
- Consulting Services
- System Integration
- Projects

STANDARD RATES AND HEALTHYNET DISCOUNTS

Resource Level	STD Rate	\$5,000 – <\$10,000 Voucher	\$10,000 – <\$15,000 Voucher	\$15,000 + Voucher
		5% discount	10% discount	15% discount
L5: Project Manager	\$220	\$209	\$198	\$187
L5: Solutions Architect	\$220	\$209	\$198	\$187
L4: Senior Engineer	\$180	\$171	\$162	\$153
L3: Systems Engineer	\$150	\$142.50	\$135	\$127.50
L2: Desktop Engineer	\$110	\$104.50	\$99	\$93.50

SURCHARGES

Type of job	Surcharge
Metro Onsite Callout	\$60 per job
Regional Onsite Callout	Time & Materials
Weekdays A/H & Saturday	1.5 times STD Rate
Sunday & Public Holidays	2 times STD Rate
Standby	0.5 times applicable STD or Surcharge Rate

SERVICES CHARGES TERMS AND CONDITIONS

- In the event the balance of a voucher is overdrawn, a Purchase Order to the value of the difference must be furnished to bring the balance into a positive within 30 days. If a Purchase Order is not forthcoming an invoice will be raised using standard rates to the balance of the overdrawn amount.
- HealthyNet Vouchers that remain dormant for more than 13 months (i.e. no services are used) will forfeit any unused hours
- All rates are exclusive of GST
- Metro Onsite Callout fee is waived if the duration of the job is greater than 4 hours

- On-Call support rate applies to the duration of the on-call period, standard rates and surcharges charges apply to call outs
- Fixed price projects can be paid for using a HealthyNet voucher however the discounted rates will not apply

TALENT MANAGEMENT

TALENT RESOURCE SOLUTIONS

Muru Group Talent Management offers a unique screening process that includes technical testing by our

In-house senior engineers, along with a full cultural and performance assessment. At the end of the process you'll only receive the most suitable candidate who we know can do the job - saving you time, money, and needless frustration.

Quality not quantity is our difference. To engage with Muru Group is to outsource your recruitment and eliminate the daunting, time consuming, and stressful process recruitment can be. We bring back the excitement of hiring a new asset to the team.

OFFERINGS

- Ad hoc technical resources on short notice
- Contract and permanent placements
- Technical testing of all candidates by Muru Group's senior engineers
- Tailored on-boarding process

FEATURES

- Cultural, commercial and performance screening
- All contractors have access to Muru Group's technical team for ad-hoc support
- Simple, one-click, digital timesheets and workflow process
- 3 month replacement guarantee

BENEFITS

- 1.5 interview to placement strike rate
- 80% of the selection process completed before first interview
- Saving many hours of sourcing, interviewing and testing
- Technically capable candidates
- Minimised business interruption

AREAS OF EXPERTISE

IT Infrastructure	Network Solutions	Support and Management
Systems Engineers	Senior Network Engineers	Service Desk
Project Managers	Unified Communication Specialists	Desktop Support
Senior Infrastructure Engineers	Security Engineers	IT & Engineering Managers
Solutions Architects	CCIE	Business Analysts & Technical Writers

MURU GROUP SOLUTIONS

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DISCLAIMER

Muru Group will be providing skilled resources to complete its responsibilities outlined in this PSA. Whilst all due care and consideration will be taken in the preparation prior to entry into the Agreement, Muru Group does not take any responsibility for any additional products and/or service which may need to be purchased as a result of any increases in the scope during implementation, nor in relation to the product being unavailable as a result of a vendor or manufacturer discontinuing a product line.

Further, should a product vendor or manufacturer update or modify its product advice after Muru Group has acted upon previously current information, Muru Group will not be held responsible for the cost of any further modification or update needed to re-comply with the new advice.

CORPORATE OVERVIEW

Registered Name	Muru Group Pty Ltd
Australian Head Office	Unit 42/3 Ramu Close, Sylvania Waters NSW 2224
Full-time Employees	4
Business Type	IT Consultancy, network design, project management, system integration, facilities management, systems & network engineering services, supply of hardware and software solutions, installation & support
Company ABN	34 158 862 885
Incorporated	July 2012
Registered Address	PO Box 278, Sylvania Southgate NSW 2224
Directors	Mitchell Ross