Unified Communication Partners

Company Overview

Communication and technology play a central role in business operations and competitive positioning. Instead of having diverged communication and technology systems that draw boundaries to place, time and efficiency, we offer one seamless infrastructure that meets all your business needs. We can enable you to have faster collaboration, easier mobility, lower operating costs, enhanced staff productivity and superior customer service. We help you in making the choice that is best-suited for your budget, future goals and the size of your business. We offer a range of services including Bill Analysis, UC Consultancy, Corporate Account Management, and Maintenance and Troubleshooting.

UC Consultancy

You can now take advantage of the converged communication and technology functionalities through us. We focus on improving your infrastructure and opening an array of new possibilities for your business that totally transform the way you do your business. And we ensure that your business experiences increase in overall productivity and superior customer service at reduced overhead costs.

Being partners of some of the leading brands in the field unified communications and technology, we are experienced in dealing with diverse business models, scales and industries. Our consultants will visit you at your business, explore your current ICT needs and offer you a comprehensive solution that meets the current and future needs of your business. Read More

Bill Analysis

We offer a free bill analysis. We pay attention to the details of your bills to understand your current usage, trends, industry, size of business, and mobility requirements. We help you understand how to become more efficient by eliminating the services you may not need and implementing a best-suited solution for all your communication and technology requirements. Bill Analysis also helps us in delivering precise consultations and drawing the proposals that are the most productive and suitable for your budget and scope.

Corporate Account Management

We establish ongoing relationships with you to introduce complex products and services with ease and offer end-to-end management services including our post-installation services. We look after each customer's needs closely and follow any queries or issues regarding installation and maintenance and assist with simple troubleshooting and problem-solving. Once we ensure that everything is installed accurately and the systems are running smoothly, on an ongoing basis we make certain that you are completely satisfied with our systems and are attaining your goals by employing them strategically. We stay in touch with

you to make sure that the latest products and service updates are available to you up-to-the-minute.

Support and Maintenance

We have a team of professional technicians and engineers who are available to install, maintain and also train you and your employees to use the equipment and understand the manuals. If you experience any difficulty using any of the systems and/or services, our team quickly responds to help you almost immediately. We provide technical knowledge transfer about implementation and other support services.

Unify

HiPath 3000

- Suitable for small and medium businesses that scale to 500 users
- Supports any combination of TDM, analogue and IP telephones, PC clients and cordless phones

- Reduced call charges with IP Telephony between sites
- Enhanced telephony features ranging from Caller Lists to Caller ID display on forwarded calls
- Controlled communication costs through itemised data sets according to cost centre
- Applications for Computer Telephony Integration (CTI), Unified Messaging, CRM and Mobility
- Improved mobility with high-quality DECT solution
- Call barring, paging, group calls, conferencing and MOH
- Efficient call-routing with Hunt Group and Night / Day service
- Available in both rack-mounted and wall-mounted configurations
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HiPath 4000

- Suitable for medium to large businesses for up to 12,000 users
- Web-based, centralised management system
- Real-time communication over IP
- Entire network access via integrated gateways
- Less administration with single system view
- Freely scalable unrestricted network expansion
- IP Convergence platform for connecting TDM and IP phones
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OpenStage Handsets

Unify OpenStage handsets are a range of stylish desktop phones with high-definition voice featuring the very latest acoustic developments. This state-of-the-art technology including touch sensitive controls and a rich and intuitive menu system is available for TDM and IP environments.

The users will enjoy the ease-of-use and high-definition voice quality, while IT managers will like the simple integration with your communications environment. The most popular handsets are OpenStage 60, OpenStage 40 and OpenStage 15.

NEC

SV8000

- Available from SV8100, SV8300, SV8500
- Suitable for small and medium to large businesses
- Suitable from 20 to up to 1000+ users
- Scalable to assist growing businesses – from 16 up to 64 communication servers
- IP and traditional voice support
- Simple License activation
- Enhanced centralised management and productivity enhancement
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SL1100

- Scalable solution with the option to expand to up to 40 extensions
- Multiple carrier interface including SIP, ISDN and PSTN
- Inbuilt auto-attendant and voicemail
- Intuitive desk phones with time-saving features
- Increased mobility with mobile extension and voicemail to email
- Call record feature to keep a track of important discussions
- Interface for door phone and on-premises alarm system
- Reduced costs with high ROI and improved productivity
- Dial-in 16-party conference bridge
- Built in hotel/motel features
- Simple and easy installation

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Panasonic

KX-NCP500AL

- Suitable for up to 64 users
- Enhanced IP networking with SIP technology
- Productivity applications and unified communications support and messaging
- Future-proof design and open standards-based architecture
- Built-in call centre solution
- Modular and flexible in both technology and the business application solutions
- Anytime anywhere access to a whole host of business communication
- Convergence-ready and can leverage existing investments in digital extensions and ISDN trunks
- Full call management software using CommsOffice
- Improved customer service with built-in voice messaging and MOH

- Improved staff mobility with mobile and DECT integration
- Empowered remote workers with IP phones and softphones

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KX-TDA30AL

- Capacity for up to 12 phone lines and 24 extensions
- Flexible scalability allowing customised configurations
- Integrated voicemail for every extension
- Improved communication using features like auto-attendant and music-on-hold
- Efficient communications using different patterns to receive incoming calls
- Enhanced mobility with DECT integration
- Upgradable to VoIP in the future

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Avaya

IP Office

- Scalability to grow from 5 employees to 1,000 at a single site and network up to 32 locations.
- Enhanced video capabilities with the Avaya Flare Experience and Radvision Scopia products.
- Easy delivery of applications to everyone including remote staff.
- Secure 128-party conference bridge.
- Hybrid solution using IP, digital, analog or SIP technology in any combination.
- Capacity to inter-operate with more than 2 million Avaya systems worldwide.
- Integration with desktop applications, multi-layered automated attendants, and mobility applications.
- Optimal customer interactions with tacking, recording and reporting on calls.
- Optional data networking products, security features, intuitive and centralized management tools, and support services.
- Mean time between failures of 68 years without the need for internal fans or hard drives.
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Optus Business Phone

MultiLine

- Digital telephone service that reduces call costs and boosts productivity through optimised call handling
- Ideally suited to medium sized businesses with digital PABX systems
- Hunt Groups forward your inbound calls to different phone lines within your business

- Malicious Call Tracing to activate an alarm signal to the exchange during an unwelcome call
- Itemised bill extension by extension
- Optional White Pages directory listing
- Can also be used for modem calls
- Ability to connect FAX or EFTPOS
- Supports videoconferencing and inter-PABX signalling
- Ability to increase the amount of telephony channels as needs grow
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Voice over DSL

- An analogue telephone service designed to connect to office phones, FAX and EFTPOS directly or through a PBX on key system
- Ability to combine standard local, long distance with broadband internet
- Simple and highly streamlined solution for all business communication needs
- Cost savings on call rates and line rental
- A dedicated Business Center offering help and advice
- Flexibility to choose the number of telephone lines, broadband package and contract term
- Guaranteed broadband speeds from 64/64kbps up to 1500kbps
- Wide range of call features including Call Baring, Call Waiting and Speed Dial
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Business Totality

- Covers all business telephony needs of business phone systems and handsets, installation, maintenance and cost effective phone services
- Feature-rich phone systems and mobility solutions of NEC
- Customised packages for upgrading, refreshing or starting up
- Single fixed phone number. Mobile or notebook can act as an extension to desk phone by ringing simultaneously
- One voicemail box across fixed and mobile phones with optional voicemail messages on a computer or desk phone
- Highly reliable network for local, national, and international calls and fixed to mobile calls
- On-site standard maintenance for first year and remote maintenance for the term of agreement
- Standard maintenance includes parts, materials and service necessary with easy access to team of maintenance specialists
- Optional enhanced mobility features such as Unified Communications and Unified Messaging for flexible and productive work practices
- Simple one monthly bill for phone calls and business phone system
- 'Yes' Business Totality HelpDesk as a single point of contact and accountability of your services
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One Office
- Unlimited standard calls to Australian fixed and mobile numbers
- Designed for businesses with 20-200 employees
- Optional bundles with Evolve Internet service for high bandwidth and enterprise service quality
- Optional bundles with Evolve IP VPN for secure and private network for multiple office locations
- Dedicated point of contact as an order delivery specialist to ensure smooth installation at every step
- Availability of scalable and feature-rich add-on business phone system, phone lines and mobility solutions
- Ongoing business technical support team

1300 – 1800 Numbers

- Allows customers to easily contact you with one number from anywhere in Australia
- Saves time by directing customers' calls to your mobile or closest office in Australia
- Captures voice or fax messages when you are busy or closed
- Reduces customers' waiting times by automatically directing inbound calls to available staff
- Professional profile for your business through a personalised inbound number

IP Phone Premier

- Benefits of PABX system at an affordable price
- Supports up to 20 employees with the option of 2-6 fixed lines through one port
- Unlimited standard local and national calls to fixed, plus unlimited standard calls to Australian mobiles within Australia
- Online call management system called 'Personal Agent', to attend and route calls when you are away
- Sequential routing to ensure you never miss a sales opportunity
- Incoming business calls can ring on multiple numbers at the same time ensuring faster response to customers' calls
- Easier usage and freedom to manage configurations without the need of technical support
- End-to-end client account management by one of our dedicated representatives to ensure support from delivery, installation to follow-up

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Optus Broadband

Mobile broadband

- Reliable and 20% faster speeds during high demand periods with Priority Advantage and Web Acceleration
- 97% of Australian population coverage of Optus Open Network
- Reduced wastage and controlled expenses by sharing data across the business
- Access to a wide range of USB modems, 3G or 4G WiFi devices and latest business tablets
- Makes the most of your in between time by allowing you to work anywhere
- Optus 7-day 'yes' coverage commitment to ensure a satisfactory coverage
- Optional OfficeApps and Email Collaboration Suite

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Office broadband

- Attractive bundles with office phone with one comprehensive bill
- Wide-range of broadband usage options
- Cost-effective internet solution with Naked Broadband that needs no fixed phone line service
- Optus broadband on National Broadband Network (NBN) for better speeds and the opportunity to work more efficiently

Evolve broadband

- Single easy-to-manage network platform instead of diverse legacy networks

- Supports needs for businesses of all sizes within the global market
- Simplified network with more visibility and control
- Ability to share critical information securely and with flexibility between different business sites 24/7
- Direct link for remote and mobile workers and trusted business partners to centrally stored data and applications
- Ability to converge voice and data on the network
- Focus of IT teams is shifted to building business rather than running network

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Evolve IP VPN broadband

- Simplifies network design with the ability to add new locations without having to restructure existing network architectures
- Flexible modular design letting businesses add or change new sites and services as required
- Quality of Service for business grade access services so business application delivery is prioritised
- Supports latest converged services that help businesses grow
- Enhanced reporting through a single online tool, the eCare portal, making it easy for IT department to manage and optimise network
- High performance and reliability and is backed by Optus SLA's
- Simplified billing with charges on site-by-site basis
- End-to-end management of outsource network management through Optus Evolve MRS

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Optus Mobile Phone

Mobile Phone Fleet

- Variety of options to suit business needs.
- 'Yes' Business Smart plans for up to 20 employees.
- Business Select plans for more than 20 employees with high level of flexibility and payment for what is used.
- Biz Timeless Fleet for price certainty with unlimited calling offers and generous data amounts that can be shared to prevent wastage.
- Choice of handsets to be purchased upfront or handset credit with Biz Timeless Fleet.
- Total Business Cap for flexibility to add and remove users without penalty supporting business scalability.
- Total Business Cap combines Mobile, Mobile Broadband and Office phones on one account.

Business Timeless Fleet

- Price certainty and better control of budget for 20 or more mobile users .
- Budget efficiency with unlimited standard national mobile to mobile calls, mobile to fixed line calls, SMS, voicemail and much more.
- Coverage Satisfaction Guarantee with release of contract within 30 days if mobile coverage experience is unsatisfactory within first 30 days of connection.
- Range of smartphones to be purchased upfront or at handset credit to purchase anytime during contract.

- Unlimited mobile access to social media sites within Australia, including Facebook, Twitter, LinkedIn, Myspace, eBay and Foursquare.
- Share the data across smartphone and mobile broadband devices with Business Class Mobile Broadband plan .

Shared Business Fleet

- One simple business plan allowing to share a generous mobile voice and data allowance across the entire team.
- Plan selection according to the total quantity of voice and data expected to be used on all devices in fleet on a monthly basis.
- Access to a range to hardware options and optional extras such as additional mobile data, unlimited Voice Mail bolt- ons and Business Mobile Broadband plus a range of Office Apps solutions.
- Budget efficiency with unlimited standard national mobile to mobile calls, mobile to fixed line calls, SMS, voicemail and much more.
- Unlimited mobile access to social media sites within Australia, including Facebook, Twitter, LinkedIn, Myspace, eBay and Foursquare.
- Share the data across smartphone and mobile broadband devices with Business Class Mobile Broadband plan.

- Range of smartphones to be purchased upfront or at handset credit to purchase anytime during contract.
- Coverage Satisfaction Guarantee with release of contract within 30 days if mobile coverage experience is unsatisfactory within first 30 days of connection.

Value Packs

- The Optus range of Value Packs & Business Extra's, enable you to tailor your plan to suit your individual business needs. These simple additions to your existing business mobile phone plan enable you extend the business use of your phone.
- Biz Voice to Text converts spoken VoiceMail messages into text and sends as an SMS saving time to dial VoiceMail box.
- Biz Voice to MMS converts spoken VoiceMail messages into a .WAV file and then sends as an MMS without having to dial VoiceMail box and or scrolling through all messages to get to the right one.
- Business International Value Packs enable staying in touch with customers, employees or even family and friends overseas in over 230 countries without any need of an international calling card.
- Bridge Alliance for data roaming delivers innovative regional services and enabling technologies to enjoy a seamless roaming experience.
- Mobile Data Packs to access a range of services while out of WiFi reach.
- 124YES Directory Assistance to connect straight through to most publicly listed numbers within Australia.
- Biz Group Call allowing the initiation of a conference call with up to 5 other callers from mobile handset at the same time. Each member of the Biz Group Call can also add a further 5 callers to the call each, so the size of the group call is endless.

Optus Digital Solutions

Email and Collaboration

- An essential set of business productivity and collaboration tools including email, calendar, instant messaging, video sharing and document management.
- Domain name for business, free access to Office Apps and 24/7 end-user support.
- Accessibility and mobility enabling the access to critical business information from anywhere.
- About 50 times more email storage than the industry average.
- Built on good applications for business including Gmail for Business, and Google Talk for instant collaboration.
- Real-time collaboration of business docs, easier and more engaging Google videos, instant real-time Google Talk, web-based Google Calender.
- Eliminates expensive hardware and software set-up costs.

Mobile Security

- Powerful business tool to ensure protection of valuable data from theft and viruses.
- Real-time antivirus and spyware protection of mobile devices from Trojans and other harmful. programs.
- Browsing Protection that secures browsing on the web, search and social networking sites.
- No additional cost for data usage with OfficeApps on Optus Mobile or Business Mobile Broadband services within Australia.
- Easily locks, wipes or resets passwords of devices if required.
- Central administrative rights on the OfficeApps portal to administrators giving full access to the security status and history of all the devices.
- Enables remote locking of compatible device, tracing location or even wiping data with OfficeApps Mobile Security.
- Orientation provided to the business administrator to set-up and basic know how of the OfficeApps portal.

PC Security

- PC or MAC is protected against security threats with automatic anti-virus updates and software upgrades plus routine security scans.
- Real-time virus and spyware protection, spam control and anti-phishing, and email filtering.
- Management and administration of data and security through a central web-based dashboard with OfficeApps.
- Internet shield incorporating firewall, application control and intrusion prevention.
- Internet access and security levels controllable by the administrator.
- Targeted browsing protection prevents visiting of harmful or inappropriate websites.
- Comprehensive end-user support via phone, email or web-chat.

Fuji Xerox Printers

DocuPrint CM405 df

A4 Colour Multifunction Printer

- Affordable complete office solution
- Print and copy speeds up to 35 prints per minute (ppm)
- Maximum paper capacity of 1,250 sheets
- Up to 153,000 pages per month duty cycle
- 4.3" clear, intuitive and easy to use colour touch screen
- Print resolution of 1200 x 1200 dpi, EA-Eco Toner, and ICC colour profiling
- Gigabit Ethernet capability and direct USB print
- Advanced security technology and password protection
- Low cost per print with long-life drums, high-yield toner, automatic double sided printing
- Certified energy efficient and lower CO_2 emissions
- Increased flexibility from additional memory and hard drive

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ColorQube 8900

A4 Colour Multifunction Printer

- Solid Ink technology
- Low total cost of ownership with real colour savings
- Print and copy speeds up to 44 ppm
- Maximum paper capacity of 3,475 sheets
- Up to 120,000 images per month duty cycle
- Incredible colour print quality with Solid Ink technology
- 7" colour touch screen
- Print resolution of up to 2400 FinePoint
- 90% less printing waste compared to laser devices with Solid Ink
- Fewer consumables with long-life Cleaning Unit that has an average of 30000 prints
- Fleet-wide deployment and central administration
- End-to-end security of critical business data
- Qualified Energy Star and contains 30% bio-derived inks

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DocuPrint CM505 da

A4 Colour Multifunction Printer

- Maximises efficiency, power and space
- Print and copy speeds up to 45 ppm
- Maximum paper capacity of 2,350 sheets
- Up to 110,000 pages per month duty cycle
- 7" WVGA colour touch screen
- Superb 1200 x 1200 dpi maximum resolution

- Cost savings with low power consumption, electronic fax, multiple pages per sheet print and controlled colour usage
- Central administration with web-based CentreWare IS
- Simple integration of scanning with a network address book using LDAP
- Security at every level with password protection, data security kit, protocols, data encryption, internal firewalls and network authentication
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DocuPrint CM305 df

A4 Colour Multifunction Printer

- Affordable efficiency for small and medium businesses
- Print and copy speeds up to 23 ppm
- Maximum paper capacity of 501 sheets
- Up to 40,000 pages per month duty cycle
- Quality print resolution up to 2400 dpi
- Optimum colour printing with 3 dimensional accurate colour mapping, Natural Image Enhancement
- Efficient management with USB print, CentreWare IS, remote printer monitor, run black function, WSD and LDAP
- Protection of sensitive information with advanced data encryption, password protection and IP Filter
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Phaser 7800

A3 Colour Laser Printer

- Best possible colour print quality
- Print and copy speeds up to 45 ppm
- Up to 225,000 pages per month duty cycle
- Media mastery with the ability to create unlimited types of printing materials
- 4.3" state-of-the-art colour touch screen
- Print resolution up to 1200 x 2400 dpi
- Greater design flexibility for finishing options with all-in-one Professional Finisher and Office Finisher LX
- Superior image quality with PANTONE approved colour simulations, Adobe PostScript, PhaserMatch 5.0, and print head technology
- Remote management with CentreWare IS and easy troubleshooting
- Energy savings with EA toner, S-LED print technology and induction heat fuser

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WorkCentre 4250

A4 Mono Multifunction Printer

- Value-priced, high office productivity
- Print and copy speeds up to 43 black and white ppm
- Colour scanning
- Maximum paper capacity of 3100 sheets
- Up to 200,000 pages per month duty cycle.
- Print resolution up to 1200 x 1200 dpi
- Remote management via CentreWare IS
- Password protection and encrypted hard drive
- Saves cost with automatic two-sided printing, energy saver mode, and fax forward to email
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DocuPrint 5005d

A3 Colour S-LED Mono Printer

- Great speed, outstanding quality, powerful features
- Print speeds up to 55 ppm
- Maximum paper capacity of 5,105 sheets
- Up to 260,000 pages per month duty cycle
- Award-winning S-LED print resolution up to 1200 x 2400 dpi
- Highly accurate images with newly designed lens, Image Registration Control Technology, Image Enhancement Processing and
- Micro Accurate Control Screen
- Flexible finishing options such as stapling, hole-punching and booklet-making
- Energy saving with S-LED, Induction Heating Fuser, and EA Eco-toner
- State-of-the-art security standards with data encryption, network authentication and SecurePrint
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DocuCentre S2420

A3 Monochrome Multifunction Printer

- Super compact and ease-of-use
- Print and copy speeds up to black and white 24 ppm
- Maximum paper capacity of 1850 sheets
- Resolution up to 600 x 600 dpi
- High productivity with ID Card copy, colour scanning and Rotating Collate function
- Reduces paper costs with Multiple-Up function that prints up to 8 pages on a single piece of paper
- Low energy consumption using a maximum of 1.0 kW even at peak performance

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OKI Printers

MC852

A4 / A3 Colour Multifunction Printer

- Affordable option for low print volumes
- Print speeds up to 34 prints per minute (ppm)
- Maximum paper capacity of 1850 sheets
- Resolution up to 1200 x 600 dpi
- Easy to use graphical LCD display
- Efficiency with LDAP, Job Programs, Job Interrupt, and Secure Print
- Reliable technology with easy to replace consumables
- High quality professional documents with OKI Template manager, Colour Correct and Colour Swatch

- Flexible media handling with CD labels, business cards, banner and business documents
- Control tools such as Colour Access Policy Manager, PrintSuperVision, Print Control
- Intuitive document management with TWAIN compliance, Nuance PaperPort, Nuance OmniPage.
- Reduced support costs with centrally controllable in-the-box software
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