

COMPANY PROSPECTUS



INTRODUCTIONS

OUR CLIENT FOCUS



By working closely with our clients to really understand their needs, we can ensure their investment in IT achieves the best possible return and they can focus on core business.

Talk to us to find out how we can help improve the experience you and your staff have with your IT systems.



Lucas Bradley
Director

OUR CORE BUSINESS



Reliance Technology is an information and communication technology firm with a focus on providing reliable IT solutions. We provide support for small to medium-sized enterprises across the business, education and government sectors.

We provide a full range of IT services in-house, including website development and hosting, and provide products and services that are based on solid technical expertise and a sound understanding of our client's needs.

WHO ARE WE?



Based in the regional hub of Dubbo in NSW, Reliance Technology services a large proportion of central and western NSW. Our strength is customer focus and a team that understands how to support the needs of businesses and organisations located outside major metropolitan centres.

ALIGNING IT SYSTEMS WITH BUSINESS STRATEGY



Reliance Technology works to align each client's IT systems with their business strategy. By taking the time to understand what our clients really need, we can tailor a package that is suitable and reliable—that means they can get on with the job of running their businesses.

WHY RELIANCE?

WHY CHOOSE RELIANCE TECHNOLOGY?



What sets us apart? Our clients tell us it's refreshing to have access to support that's responsive, from a firm that's committed to relationship building. Our experience has shown that our client-focused approach means our service is personalised and our responses are prompt and flexible.

RELIANCE TECHNOLOGY'S CLIENT COMMITMENT



Looking for an IT support partner you can trust? Our client commitment code sets out our determination to achieve client satisfaction and reinforce our philosophy: clients come first; provide excellent service and superior know-how, while maintaining simplicity. Read the full code at www.relianceit.com.au.

CONTINUOUS IMPROVEMENT



As part of our complete commitment to our clients, we continue to develop, refine and improve our operations. We want to be sure that we can provide the best possible service with the highest yielding benefits for our clients and their businesses.

OUR KEY STRENGTHS

At Reliance we are committed to seeing the best possible result from every interaction we have with our clients. Our strengths are:

- ✓ A genuine passion for client satisfaction
- ✓ A commitment to innovation and the integration of technology
- ✓ Superior technical knowledge and creative flair
- ✓ We build and maintain strong and open client partnerships
- ✓ We provide tailored technology solutions, matched to each individual client's needs
- ✓ We are energetically committed to being considered the best in our industry

SERVICES

SOUND TRACK RECORD

Approaching 10 years, with 100s of projects and continuing support to clients across NSW...

At Reliance, we have a single ultimate goal - to exceed client expectations.

WHAT WE DO



From network implementations to website and database development, our in-house team, backed up by our partners, offer a full ICT support service - no matter what our client's needs. Our clients feel confident in having one point of contact - because we look after the rest.

FULL-SERVICE OUTSOURCING



Our core business is providing the technical expertise and support needed to make our client's technology work. Our firm is a full-service outsourcing company (FSO) that can take client projects from cradle to grave, within a realistic budget and on time.

WHAT'S AN FSO?



An FSO is an IT "general contractor" who can put together the combination of internal and external resources needed to create a finished IT solution, maintain it and provide any necessary ongoing user support.

SUPPORT SERVICES

We aim to provide a comprehensive information and communications technology support and consultancy service, including:

- ✓ Network Server Installations & Support
- ✓ Network Administration & Support
- ✓ On-site & Remote Technical Assistance
- ✓ Hardware & Software Sales
- ✓ Website Design
- ✓ Technical Consultancy
- ✓ Wireless Networks
- ✓ Database & Software Design
- ✓ Disaster Recovery and Preparedness Planning
- ✓ Redundancy and Continuity of Service Planning

NETWORK MANAGEMENT

NETWORK MANAGEMENT



Reliance's reputation is built on offering a level of outsourced IT management and support to our clients that is without comparison - it is one of the fundamental reasons for our success. We work to ensure our clients can focus on their core business - we know that when they prosper, so do we.

Comprehensive Management



Reliance can provide clients with a fixed fee support contract where we manage all aspects of their network. A key feature of this process is preventative maintenance - it is in our mutual interest to ensure your network continues to run smoothly, so we're always 'on call'.

Selective Outsourcing



Some businesses prefer to offload one area of work from their in-house IT team, or simply don't have the technical skills or resources to support an application or platform. Reliance can take ownership of these areas, providing appropriately skilled engineers, both onsite and remotely. We'll always be 'on call'.

Adhoc Support



Adhoc support is charged per incident under a pay-as-you-go arrangement. It allows for a sudden increase in workload, problems that can't be solved in house, or for those organisations that prefer not to enter into a fixed service contract. We're available to help on a per issue basis, anytime during normal business hours and even after dark should the need arise.

SUPPORT AGREEMENTS

A Service Level Agreement (SLA) gives clients peace of mind should anything go bump in the night - they know the experts are taking care of things. Reliance offer two types of network management and support agreements to reassure client's their IT systems are being taken care of - and remain operational:



Retained Managed Service

A minimum monthly fee allowing us to manage your network and support users at a significant discount.



Comprehensive Managed Service

A significantly discounted flat monthly fee, allowing us to look after everything - from managing a network to supporting all users, while the client returns their energy to the business.

CONSULTANCY

CONSULTANCY—TRUSTED ADVICE



Reliance can enhance an organisation's IT functionality in many ways: from help in planning and implementing a single project to providing the direction and guidance needed for an overall strategy for technology integration through strategic planning.

PREPARED WITH EXPERIENCE

Disaster Recovery and Preparedness Planning



Keeping critical information protected, backed up and available is part of how an organisation can safeguard against disaster. From on-site and remote backup to implementing procedures for a speedy recovery, Reliance has seen it, prepared for it and recovered from it. We can assist in hardening any organisation should the unfortunate occur.

Redundancy and Continuity of Service Planning



Should the unfortunate occur, how much downtime can any organisation afford? Reliance can help assess a business's tolerance to downtime and plan and implement measures to keep systems up and running should a failure occur.

SUPPORT STRENGTHS

Some projects that Reliance can assist or ultimately manage include:

- ✓ Server Consolidations/ Virtualisation
- ✓ Implementation of new applications or IT systems
- ✓ Remote server management and monitoring
- ✓ Operating system, domain and application upgrades
- ✓ Hardware replacement, systems life cycle management
- ✓ Network storage solutions
- ✓ Business continuity and disaster recovery
- ✓ Network and system management

PRODUCTS

HARDWARE & SOFTWARE SALES



It is our firm belief that organisations should develop and improve as technology develops and improves. We have access to the latest hardware and software offerings from most major vendors, allowing us to empower businesses to operate efficiently and effectively, whatever the business model. We integrate a large range of server and PC hardware with the leading commercial operating systems and applications. We understand that all businesses are different, so we deliver solutions based on individual needs and circumstances. We like to see a result that exceeds expectations - and we know what works!

SUPPORTERS AND RESELLERS OF



OUR WORK

SOME RECENT PROJECTS

Financial Services Firm



Network Implementation - When asked by a leading financial services firm to implement a solution that would bring network file / print / email and remote access service in-house, while reducing the total cost of ownership, we implemented the latest server and connectivity technologies to meet expectations while still supporting a geographically diverse staff spread from Australia's east to west coasts.

Real Estate Agency



Network Infrastructure Upgrade - We were asked by one of the largest agencies in regional NSW to upgrade its IT infrastructure, which was reaching the end of its life cycle. With an in-house marketing team that needed significant network storage; a sales team that demanded reliable remote access and mobile connectivity; and a management team dependant on proprietary SQL driven database software; the needs were significant. We implemented the latest SBS Server, coupled with MS Terminal Server, which allowed us to successfully consolidate the network file / print / fax / email / mobile / database and application services in a solution that ticked every box.

WHERE ARE WE?

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