

# IT Associates

## Capability Statement



IT Associates is a leading information technology company based in Brisbane that has grown considerably since its inception in 2002 by working with clients to become their complete technology partner.

We are passionate about everything we do and our people, products and services are consistently of the highest quality and efficiency. We actively listen and work with clients to develop IT solutions that are specifically tailored to their needs.

Our people have a proven track record of quality, competency and strive to maintain the highest standard of service. We are trained in multiple disciplines, have a professional approach and use state-of-the-art facilities.

Most importantly we provide value for money as our systems are designed to improve efficiency saving our clients valuable time, money and increase overall performance enabling them to grow.

### How we work with you

#### Consultation

We conduct discussions with relevant members of your team and undergo an IT systems audit to help understand your business operations, future needs and reliance upon information technology.

#### Scheduled Support

Once all components have been implemented and running as a true asset to your firm we schedule regular visits to ensure your investment is always performing at its best.

#### IT Planning & Recommendations

We ensure these are perfectly tailored to your needs, designed to improve efficiencies and are commercially viable.

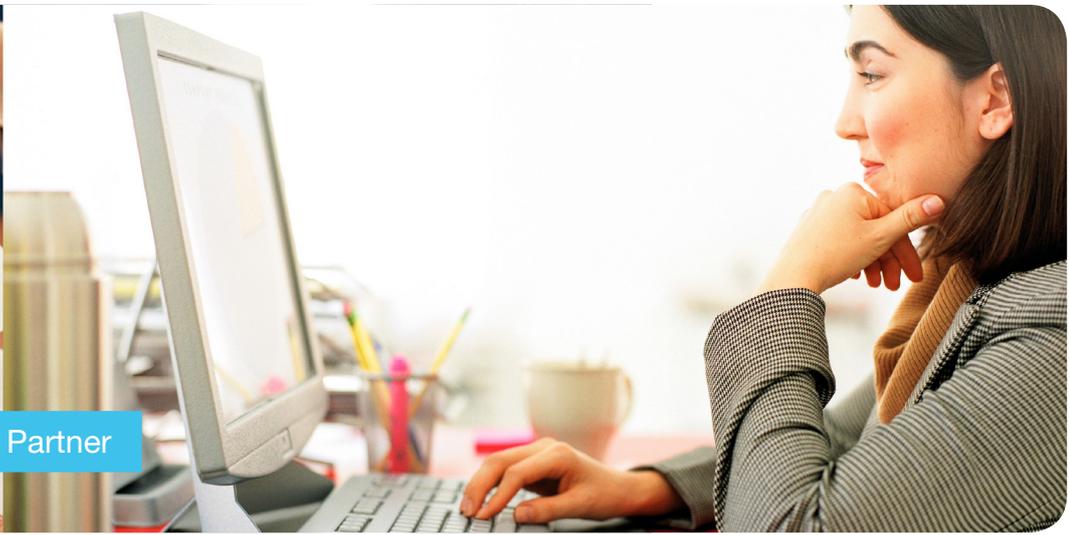
#### Implementation

Our team works closely with your staff to ensure a seamless integration into your business operations. We keep service down time to a minimum and give you peace of mind by guaranteeing the protection of your systems and data.

10

**TEN GOOD REASONS**  
why our clients  
choose IT Associates

1. **Reputable** - manages global networks for companies that collectively exceed billions of dollars in value every year.
2. **Professional** - a broad client base allowing us to draw upon the extensive knowledge of each industry's best practices.
3. **Dependable** - multiple support teams that provide 24 / 7 technology assistance where required.
4. **Latest technology** - follows a best-of-breed approach to provide the highest level of quality and service.
5. **Established** - a proven track record, with double figure growth every year since inception in 2002.
6. **Australia wide** - national representation throughout Australia with certified engineers located in every state.
7. **Pedigree** - has alliances with some of the world's top providers of cutting edge technology, platforms, communication networks and hi-tech software.
8. **Proudly Australian** - a 100% Australian (Queensland) owned company.
9. **Peace of mind** - comprehensive professional indemnity insurance cover and licensed specialists in a variety of core technology specific fields.
10. **Fast** - big enough to act, yet small enough to react.



**IT Associates Group**  
**Your Complete Technology Partner**



IT Associates have played a critical role in all areas of our technology needs by building a scalable, reliable and working platform, which continues to power our business backbone every day.



**Darren Shelton**  
 Chief Operating Officer  
 Steelforce Australia  
[www.steelforce.com.au](http://www.steelforce.com.au)



IT Associates have been a trusted company partner and technology advisor that have always had the organisation's interest at heart.



**Raynuha Sinnathamby**  
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### Specialist products and services

IT Associates provides a range of specialist IT products and services to fulfil the evolving needs of its clients. We pride ourselves on having the latest technology and keep up to date with best of breed product and service offerings through our extensive partnership network.

### Trusted advisor

We act as your 'trusted advisor' offering unbiased, timely and dependable advice in regards to strategic IT decisions for your business. Our focus is to engage the best systems possible, within your budget constraints, to help realise your business dreams.

### Pro-active solutions

We can provide proactive service solutions, rather than 'fighting fires' potential problems are identified early and resolved. This is far more beneficial and cost-effective in the long term as follow-up problems rarely occur.

### Value adding products and services

We place particular importance in finding the best solution for our clients to ensure they gain significant value by harnessing their new IT technology. We do not just sell IT products and services – rather we provide a holistic service where the individual needs of the client are considered, meticulously implemented and reviewed to ensure all components work together to add value and improve business performance.

### Service you can rely on

IT Associates is operated by a team of friendly, highly skilled engineers and technicians with experience across a range of industries. Our help desk is open 24/7 for assistance whenever you require and through remote access equipment we are able to solve most of your IT concerns over the phone within minutes or for larger problems we can have a technician on site within 2 hours.

IT Associates works in close partnership with the following best of breed companies:



### IT Associates Group

**Head Office Address:**  
 50 Sylvan Road, Toowong,  
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