



CORPORATE PROFILE

2006

PO Box 1178 BOORAGOON WA 6954

Telephone 61 8 9315 3200

Facsimile 61 8 9315 3211

Damien Harris
0418 922 700

Ryan Massese
0411 550 431

EIS Group provides information technology and communications (ITC) services to small to large companies in Australia. The group commenced operating in July 2000 and has developed a reputation for delivering practical solutions that meet customer needs.

EIS groups primary customers are in the mining and construction (domestic housing and commercial) industries, however their services are applicable to any business which utilises IT networks, communications systems, personal computing devices (PC's, laptops and mobile computing devices) and the internet.

EIS group employ eight staff and several contractors. The two partners, both employees, have over 30 years industry experience. All employees hold relevant qualifications/certifications and industry knowledge.

OBJECTIVES

- Be responsive to client needs and provide quality customer service.
- Develop a reputation for delivering practical solutions that meet clients' requirements.
- Provide rewarding work for employees.

KEY FOCUS AREAS

- Closely manage relationships with key existing clients.
- Build network of business contacts.
- Create rewarding work opportunities for staff.

UNIQUE FEATURES

- Motivated, adaptable and flexible staff that deliver services at times required by clients.
- Serving a number of clients in similar industries enables identification of comparable problems across client sites and quick resolution, so reducing time and costs and minimising downtime.

SERVICES

OFFERED ON A PER HOUR BASIS (\$115 EX GST PER HOUR)

- Local and wide area network architecture planing, implementation (supply and install) and maintenance.
- Local and wide area network management/administration.
- Provision of PC and network “help desk” support.
- Design and implementation of point of sale systems, including touch screens.
- Intranet development and interfacing to corporate applications.

OUTSOURCED CONTRACT (FLAT RATE PER MONTH OR ANNUALLY)

- Provision of on and off site (telephone or remote access) support for clients computing/IT environment on a 24 x 7 basis.
- Suitably qualified staff will mange, from development to implementation and maintenance, the following:
 - Desk Top Computing Environment
 - Providing IT Help Desk services including general user instruction/training
 - Performing all necessary maintenance, installations and upgrades ensuring service levels are met at all times.
 - Recommend and implement changes to optimize use of IT resources.
 - Infrastructure Management
 - Performing site wide LAN communications infrastructure maintenance and optimisation including load testing, performance monitoring, fault reporting etc including equipment such as routers and switches.
 - Performing add hoc maintenance of Cat5e cabling.
 - Undertaking day to day maintenance of the IP/Phone network including additions, changes and removals.

TECHNICAL SKILLS AND EXPERIENCE

- All Microsoft desktop products
- Microsoft Exchange, SQL, ISA and Active Directory
- LAN and WAN
- PC Desktop Computers
- Access and SQL databases
- TCP/IP
- SAN storage devices
- CISCO routers and switches
- Internet and Web
- AUSTEL Accredited

PRODUCTS

- Network equipment and PC hardware and software products are sourced from a broad range of local, national and overseas suppliers selected to meet client needs.
- Products are usually provided as part of a total service offering, in that they are procured as part of a system implementation.
- Stand alone product sales are possible however this is not a business focus.