


# COMPANY PROFILE

## **GCOMM - Catalyst for Success**

Specialising in the delivery of the managed, enterprise-grade cloud-based IT services to medium and large sized enterprises with multiple locations, GCOMM is a multi-award winning technology company headquartered in Queensland, Australia.

A large, abstract graphic in the bottom half of the page. It consists of several overlapping, curved, glowing blue bands that spiral inward from the left side towards the center, creating a sense of depth and movement. The bands have a gradient from a lighter blue on the outside to a darker blue on the inside, with a bright white highlight along their inner curves.

## Converting IT investment into business results is key to your success

### Customer profile:

1. You have several, geographically distant offices
2. You are a medium to large size business
3. You need a reliable, trustworthy long-term IT partner
4. You need flexible, customised IT solutions that fit your business needs
5. You would like to keep the growth costs related to IT low
6. You prefer local, highly skilled and personalised services

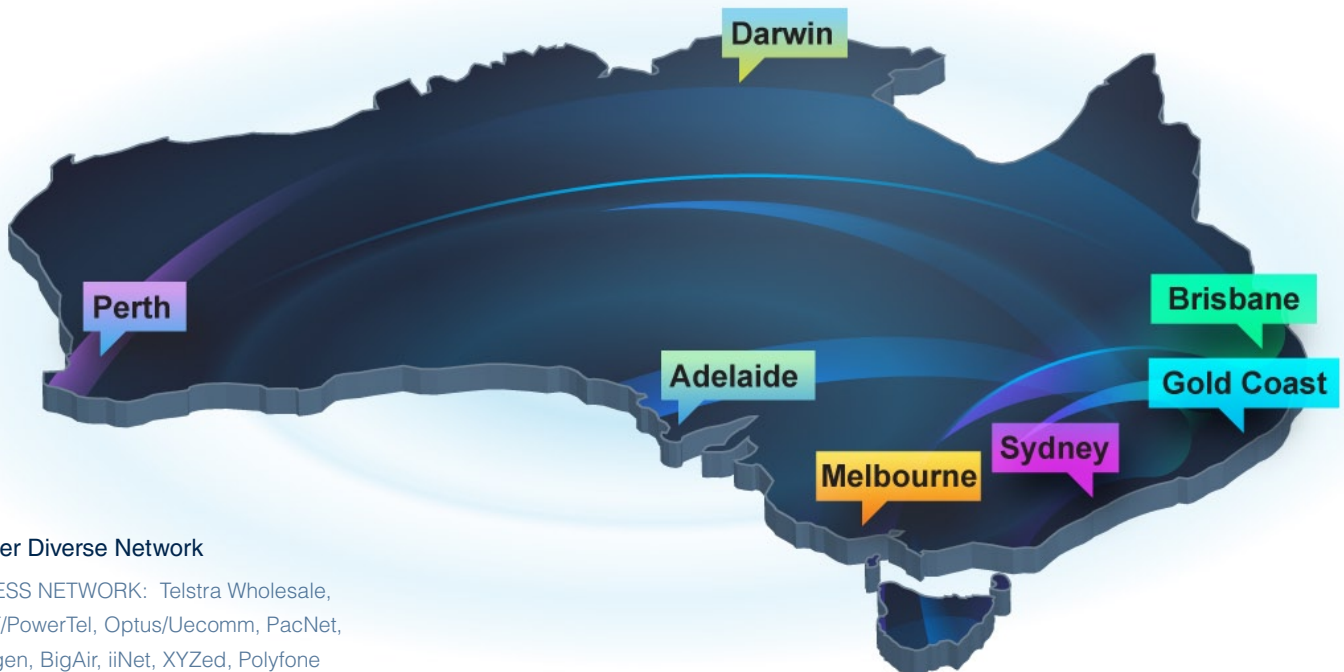
Specialising in the delivery of the managed, enterprise-grade cloud-based IT services to medium and large sized enterprises with multiple locations, GCOMM is a multi-award winning technology company headquartered in Queensland, Australia. Established in 1996, GCOMM is highly experienced in the IT business, with a proven track record of outstanding service and long-term customer relationships.

### Laying a Strong Foundation for Your Business

Every second your network is down, you're losing opportunities, revenue and reputation. That's why we've built a solid foundation - a resilient, reliable, aggregated broadband network that connects our data centre points-of-presence in Sydney, Melbourne, Perth, Brisbane and the Gold Coast. This infrastructure lies at the core of our offer that enables a vast network reach and broad service offering.

### Our Network:

GCOMM owns and operates an Australia-wide Secure Private Network (SPN) based on the MPLS IP protocol. This highly scalable network allows businesses to facilitate simple point to multipoint connectivity – independent of the Internet.





### Carrier Diverse Network

ACCESS NETWORK: Telstra Wholesale, AAPT/PowerTel, Optus/Uecomm, PacNet, Nextgen, BigAir, iiNet, XYZed, Polyfone

INTERNET NETWORK: Vocus, AAPT, Soul, PIPE Peering

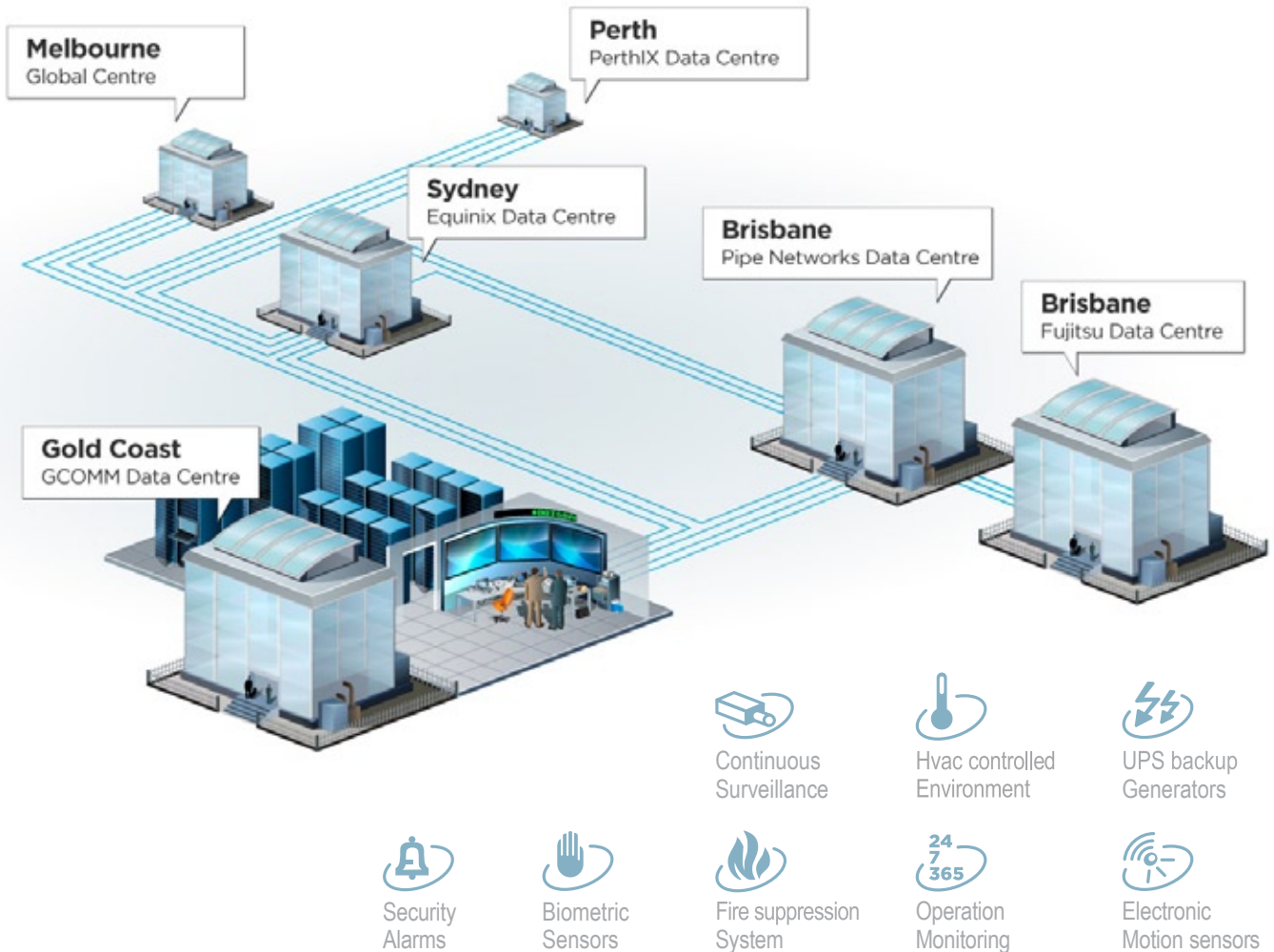
This carrier diverse network utilises MPLS (Multi Protocol Layer Switching) to provide our customers with a truly redundant, resilient and high-speed national network.

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In addition to our Secure Private Network we have multi homed, redundant internet connectivity at four (4) locations across Australia, with five (5) independent upstream providers used to ensure your Internet service is fast and reliable.

## Our Data centres

GCOMM data centres are secure facilities that house many of Australia's largest companies' web and application servers, designed with maximum security, up time and reliability in mind. Our national broadband data centre locations are located in Equinix in Sydney, Global Centre in Melbourne, Pipe Networks and Fujitsu data centres in Brisbane, PerthIX in Perth and our own facility on the Gold Coast.



## Secure and Reliable

Our data centres use the highest standards to maintain the confidentiality, integrity and availability of your data. Data centres are manned 24x7x365 by highly experienced and trained operations staff, and utilise state-of-the-art digital surveillance and biometric readers for prevention of unauthorised access.

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To provide further protection of information, data centres are built to effectively manage and withstand fire, flood, and earthquake. With 99.99% availability, you can be sure our data centres will safely protect your data.

## OUR SERVICES

*GCOMM has created three game-changing offers that transform the way your business operates.*

### We are changing the rules

We have a thorough understanding of the business-scape today, so we've created a suite of cloud-based infrastructural products and managed services that allow you to create powerful, customised IT resources while uniquely reducing risk associated with IT. These products and services enhance your business performance and create a sustainable competitive advantage, freeing the time and space for you to focus on what's important: new opportunities for your business' growth.



#### CloudLuxe Platform

CloudLuxe is a secure, resilient and flexible Australia-wide Infrastructure-as-a-Service platform that resembles the building blocks of business. Engineered for over a decade, CloudLuxe is a comprehensive suite of network fundamentals that fulfills your organisations' needs for proactive managed IT services, broadband connectivity and network security combined with an offering of data management services. This scalable plug and play model gives businesses all over Australia the utmost efficiency and simplicity. For us, the Luxe lies in the recombinant nature of the platform that delivers a highly personalised, reliable and affordable solution.


#### GyroScope Managed Services

Our IT support services are delivered via monthly maintenance plans. Depending upon your Service Level Agreement, GCOMM will assure the functionality and performance of your network, firewalls, Voice, servers, and end-user equipment.

Our services are proactive, monitoring and identifying problems before they happen, reducing the amount of instances where an engineer is required to be onsite. You'll never have to worry about repetitive tasks or complex solutions that are struggling to keep pace with your business.

#### Infrastructure Deployment

The decision to shift your IT resources from a relatively simple LAN-based network to a centralised, dedicated cloud environment can be a tough one, not to mention risky and complicated. GCOMM works closely with clients to remove the risk factors, resulting in the design and deployment of both private cloud and hybrid cloud solutions – whatever best fits the needs of your business. The choice is always yours – what computing resources and servers will remain in the LAN and what will be shifted to the cloud. Nevertheless, all types of cloud deployments require careful planning, engineering, successful migration and ongoing support that only GCOMM can provide.

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By combining components of CloudLuxe with our Infrastructure Deployment services and GyroScope monitoring abilities, you get to design and completely customise your IT resources. It is a truly compelling offer that reduces your IT infrastructural costs, minimises risk and increases your operational efficiency, with the option to transfer the management of your IT resources to us.

# INDUSTRY EXPERTISE

*Industry-customised  
turnkey IT solutions that  
improve your productivity*

## We create success stories

Technology has transformed the way businesses operate today. Many companies span the nation, have multiple office locations, their employees use highly advanced business tools, communicate with colleagues, clients, suppliers and vendors, or work from home. For those companies, the way their IT resources function on a daily basis is key to their collaboration and their success. The information – and work – needs to flow continuously, effortlessly, without disruptions or congestion.



### Architecture & Design

Technology has transformed architects' work methods and design tools. GCOMM now offers architectural and project management firms major productivity gains and communication advantages over traditional technologies and tools.

### Professional Services

Legal and financial firms, regardless of their size, need IT solutions that allow them to easily exchange large and confidential files with clients and colleagues. With GCOMM's professional services' clients benefit by operating in a highly reliable and secure environment that enables them to focus on strategic issues.

### Construction & Development

GCOMM's construction industry clients, braving the global economic recession, benefit by having more control over their data, improving their productivity and reducing their CapEx and OpEx costs.

### Education

Today's schools need solutions to protect the privacy of student records, school information, enhance physical safety, and meet legal and regulatory requirements. GCOMM offers an array of products and services that take the education industry well into the 21st century.

### Healthcare

Delivering health care requires providers and patients to integrate complex information from many different sources. Thus, increasing the ability of physicians, nurses, clinical technicians, and others to readily access and use the right information about their patients.

### Information Technology



GCOMM is an IT company with a wide array of products and services that provides complete support, integrated solutions, outstanding technical expertise and local and national coverage for the most demanding clients in the IT industry.

### Tourism

The importance of information technology in tourism, especially on the Internet, has greatly increased over the past years and this trend will certainly continue. The integration of IT into the organisational fabric of the destination is an important key to success.

### Manufacturing & Distribution

GCOMM's clients from the manufacturing industry are using our multifaceted approach to infrastructural and IT management that significantly reduces their operational costs and enhances productivity.

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# GCOMM ADVANTAGE

*Industry-customised turnkey  
IT solutions that improve your  
productivity*

## We've Upgraded the Tech to Luxe

Even though many of our competitors promise to deliver a premium level of service, the reality is much different. GCOMM goes beyond the norm. We strive to provide the greatest quality and exceed your expectations above and beyond what is essential or necessary. The GCOMM experience differentiates in details from what is "usual" or even "great" in customer care in the IT industry. It has an element of uniqueness and exclusivity that you would otherwise associate with a different industry. For us, the Luxe lies also in caring about how we help you reach the future aspirations of your business.

## 10 Things You Should Know About Us

### Safe choice

It feels good to trust your business to the company that is stable and secure. We're financially sound. We have the products, services, solutions, support and expertise that will take care of you now and in the future.

### Customisation

We provide the best configuration for your business, which may span more than one platform. By mixing-and-matching different products and services, GCOMM helps you create the optimal IT solution for your business.

### Innovation

GCOMM provides a smarter model of IT infrastructure delivery that brings more flexibility and mobility to businesses seeking competitive advantage through technology.

### Technology

Reliable is our second name. We use best-of-breed technology at all points. Our network's structure, redundancy and reach guarantee 99.99% uptime.

### People

What makes us different than anyone else out there is our people. Ingrained in the GCOMM culture is dedication to our customers. We know our stuff, genuinely care about your business.

### Peace of Mind support

We're there for you every step of the way. Our data centres are monitored 24/7, throughout the year, by highly experienced and trained operations staff. If anything goes wrong, we'll know it before you do and fix it even faster.

### Experience

We have 15 years of experience in the IT business. We've grown and changed as the technology and the world around us changed. Our accumulated experience is literally priceless.

### Knowledge

We're not just smart, we also have the skills. We're real problem solvers and we have the experience to solve any challenge you may face.

### Integrity

We are men and women who live by our word. We always strive to give our customers more. We believe in transparent billing, no hidden costs and SLA's honoured to the last letter.

### The Bottom Line

We always keep in mind your bottom line. Our services reduce the costs associated with IT. You can choose what services you want us to deliver and keep the others in-house. Whatever you choose, your resources will be more efficiently provisioned, managed and scaled.

## 5 WAYS WE CAN HELP YOU GROW YOUR BUSINESS

- 1 We deliver superior, innovative, customised products
- 2 We design and deploy flexible IT solutions that fit the needs of a growing business
- 3 We reduce your CapEx and OpEx costs
- 4 We provide a uniquely dedicated support team that keeps you up and running 100% of the time.
- 5 We're accountable for the function and performance of your system so you can concentrate on your vital activities

## We are here for you from start to finish

Businesses are more and more seeking services from a single provider rather than multiple entities. Unlike most companies that provide a single purpose service offering, GCOMM covers all major aspects of service delivery. Through a combination of our CloudLuxe platform, our IT engineering prowess, and our comprehensive proactive support offering, GCOMM is a complete, end-to-end, quality of service enabled partner for medium and large businesses.

GCOMM takes the edge off managing complex systems you rely on to drive your businesses and gain competitive advantage. We possess the necessary skills to design, operate and manage complex IT infrastructures, from local area networks to dedicated private clouds, with customisable hybrid solutions.



## Relationship based on Mutual Success

We know that submitting your business DNA to a third party brings concerns about trust and reliability. Rest assured. GCOMM, a Q400 member, has a turnover of over 10 million AUD, with most of our revenue coming from recurring revenue. After years of negotiation and engineering efforts GCOMM possesses assets that are valuable and rare in the Australian market.

GCOMM has an extensive partner channel across Australia with over 100 IT consulting firms choosing to partner with GCOMM to take advantage of our unique infrastructure platform. Our expertise has been involved in many highly publicised projects including the provision of high-speed data services to Q1, the world's tallest residential tower. Many of our national carriers' networks also use GCOMM's data centres as their hubs.

The Gold Coast Business Excellence Awards awarded GCOMM as the winner of the Information Technology and Multimedia category for 2010.

## OUR AWARDS



*"We take your business to heart and think seriously about the ways we can help you. We're not there to do trivial things for you. We take care of the issues critical to your success." – Peter Thompson, Managing Director*

 For more information call: 1300 221 115 or visit [gcomm.com.au](http://gcomm.com.au)



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