



**Int Tec**  
Solutions

# Capability Statement



We live in a world where technology is evolving at an ever increasing rate and management of that technology is key to excellence and growth, and reputation is everything. At Int Tec Solutions, we pride ourselves on being partners to our clients' success.

Since our inception in 1999, we have consistently delivered outstanding ICT solutions to increasingly complex environments, harnessing the diverse range of expertise of our carefully selected team. We operate across a broad range of industries nationwide, providing uncompromising quality that clients can always rely on, at reasonable prices.

We specialise in the provision of quality, specialist technical consulting and support, by working collaboratively with our clients using progressive technology towards achieving useful, reliable and cost-effective solutions aligned with our clients' goals.

Approaching our twenty-first year in providing expert technology advice to clients - both large and small, and with a wide variety of ICT needs - we are uniquely positioned to provide a competitive advantage through our Consultancy Advisory services. With our specialist team and skillsets, we are leaders at growing and supporting businesses through optimised ICT solutions.

Int Tec Mildura: **the best for your business.**

## Our Partners



JUNIPER  
NETWORKS



CITRIX®



vmware®



symbio  
NETWORKS

## Our Successes

- Powercor/Prime Business Excellence Awards 2005 & 2006 - Professional Services Award
  - Acknowledged by Microsoft for successfully implementing one of the largest and most progressive ISA firewalls in Australia (4,000 users over 200 sites).
  - Single log-on Active Directory project for VIC Health (10,000 users state-wide)
  - The only regional IT firm invited by Microsoft to send technicians to the US for specialist training
  - Developed a Citrix solution which has become a role model in the education sector
  - Mark Liddle (Director, Int Tec Solutions) invited to speak on Security and Identity Management at a Microsoft Convention
- ... and much more!

## Our Mission

At Int Tec Solutions, our unwavering commitment to service excellence, business acumen and acting as a partner to our clients' success has led us to grow from humble beginnings as a small tech business in regional Victoria, to becoming a market leader in technology consulting and services. We are now working with clients nationwide to mitigate their risks and costs while reducing their downtime.

Moving into our third decade, we've built an exceptional reputation for our commitment to trust, integrity and best-practice. Our services have been utilised by large corporations, Not for Profit bodies and government organisations. We have even been recognised by Microsoft for our achievements in our field.

Int Tec has come a long way in the past 21 years, but we're not resting on our laurels. We love what we do, and we're looking forward to our third decade of helping businesses big and small to do great things for Australia.

From our head office in Mildura to all of Australia: we are committed to bringing best of breed technical and service quality to our clients, so they can rest assured that their technology is in safe hands as they focus on their core business.

## Values

### Integrity

We behave with integrity in all our dealings.

### Reliability

With Int Tec Solutions, you're in safe hands.

### Loyalty

We're here for you.

### Commitment

We make a difference through our work, so our clients can thrive and succeed.

## Why Int Tec Solutions

Our knowledge, skills, ability and experience developed over two decades is reflected in the many clients who have chosen and continue to choose Int Tec Solutions: from our newest clients to long-established business partnerships of decades standing, from not-for-profits on a shoestring budget working tirelessly to make a difference, to thriving businesses turning over \$3 million plus a day, we work with a diverse range of clients to meet their equally diverse needs.

With the highly skilled team at Int Tec Solutions watching over your organisation, providing full support and backup, you're guaranteed to reduce your exposure to risks such as data capture or loss, privacy breaches, and fiscal liabilities arising from losses and downtime. We're knowledgeable about all facets of Information and Communication Technology, so wherever you need support and expertise, you can turn to Int Tec Solutions with confidence.

Your organisation is precious. Only choose the best.

As a one-stop IT and communications partner, Int Tec Solutions can give you peace of mind that your hardware, software, hosting, support, development and specialised needs can all be met by one company, available 24-7.

If you're passionate about laying the technological foundations for your organisation's success, talk to us about your support requirements today.

**We're in this for the long-haul, and we don't do cookie-cutter solutions.**

At Int Tec Solutions, we believe no two clients are the same. We seek to understand issues from our clients' points of view and provide long-term solutions. We know how important it is to keep you in the loop, so we'll communicate any progress, completion or follow-up actions, and we'll make sure that you're satisfied.





## Our Difference

Clients are delighted at the difference it makes when they choose Int Tec Solutions to take care of their ICT needs. Here are just some of the ways your organisation can benefit.

### Save time and money.

From network errors to blue screens of death, and even security breaches, you already know how problematic, time-consuming, costly and even dangerous ICT problems can be. Leave it to Int Tec Solutions to do what we do best, so you can get back to what you do best. With our expert knowledge and reliability, you can rest assured that you're benefiting from maximum protection and insight.

### Safeguard your information.

The world of computing can be a dangerous place, with many businesses experiencing data loss and attacks. From confidential files to mission-critical data, your information is valuable and needs to be kept safe. Int Tec Solutions are expert at cybersecurity, antivirus solutions, patch management, data backup and disaster recovery.

### Breathe easy.

We're not just great at tech – we're great with people. We understand that to design and implement the right solutions, the first step is listening and gaining an understanding of your organisation and its needs. We're in the business of helping people prosper, and we'll work with you to get it right.

## Our Services

We offer a wide range of services to meet your organisation's needs. Whether you need a cutting-edge new application, website, an overhaul of your existing systems or designing and installing brand-new technology infrastructure, Int Tec Solutions is the right choice!

In the following pages, you'll find an overview of what the talented team of technical experts at Int Tec Solutions can provide; for more information or for a no-obligation chat, just get in touch.

## Consulting

Decades of knowledge and experience, at your service.



Int Tec Solutions provides exceptional consulting services, offering the unique benefits of our decades of experience servicing thousands of clients across a diverse range of industries around the country. We also draw on our partnerships with some of the leading technology providers in Australia and internationally.

Our reputation has been built on working to understand our clients' needs, and providing advice they understand and can act on. We deliver leading-edge solutions stemming from our in-depth knowledge and experience, so that our clients can focus on their core business knowing they have the right ICT fundamentals to support their needs.

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### **Our consulting services include but are not limited to:**

- Governance, Risk and Compliance
  - Virtual CIO/CISO (on a retainer basis) – advice and consultancy around strategy, operational effectiveness and much more
  - Threat Intelligence
  - Open Source Intelligence Assessments
  - Security Awareness & Training
  - Cloud Readiness Audits & Consulting
  - Visual Communications Consulting
  - Technology Infrastructure Consulting
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## Support

We all need a little support sometime.



Int Tec Solutions is a one-stop technical support provider, offering comprehensive managed ICT solutions to clients while providing a cost-effective alternative to hiring and managing an internal ICT team. With our managed services, you can rest easy knowing that your ICT needs are managed by a team of seasoned professionals who respond rapidly to resolve issues as they arise, helping to keep your valuable systems and assets safe and secure.

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### **When something goes wrong, we'll be there for you with services including but not limited to:**

- Managed Solutions - delivery of fixed-price operations and management of your organisation's ICT needs
  - Technical Support - dedicated helpdesk to diagnose, escalate (where necessary), and resolve your problems
  - Performance Improvements and System Maintenance
  - Backup and Recovery Solutions
  - Business Telephony Solutions
  - User Training
  - IT Support Assessment
  - Preventative Maintenance
  - Remote Administration
  - Patch Management
  - Email Configuration and Spam Filtering
  - Disaster Planning
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## Development & Design



Bringing ideas to life.

Our highly-qualified team of expert software and web developers offers a range of custom design and development services to meet your needs, at competitive rates. They bring to their work a broad range of skills, ensuring that your organisation benefits from the best-possible design and development to bring your concept into reality.

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### Our development skillset includes:

- HTML
- DHTML
- XHTML
- XML
- Javascript
- ASP.NET
- Java
- VB
- VB.NET

### Our database skillset includes:

- MS-SQL
- Transact-SQL
- MS-Access
- MySQL
- Oracle-9i

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We understand that the development process turns your vision into reality, and we work closely with our clients to ensure that our work aligns with their goals and vision. We'll listen, understand your needs, ask the right questions and create custom software and websites you'll love.

## Security



Protecting your data, your systems, your customers and your business.

Are you doing enough to keep your data safe? Security breaches can be catastrophic, potentially exposing customers to risk and organisations to liability. From system failures to identity theft and much more, security breaches cause billions of dollars in economic damage every year, and these threats are constantly evolving to find new ways to access your technology and cause you harm.

Keeping on top of these threats is a time-consuming and daunting task that may seem overwhelming – fortunately, you don't have to be the one to pore over the latest trends, because our cybersecurity specialists are there for you.

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### Our security services include but are not limited to:

- Security Engineering Services
  - Security Assessment & Management
  - E-mail & Web Security
  - Anti-Virus
  - Patch Management
  - Cloud Security Assessments
  - Data Recovery
  - Disaster Recovery
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## Network

Connecting systems,  
connecting people.



Int Tec Solutions' experienced, highly qualified team of seasoned network professionals can design, install and support network infrastructures including wireless and mobile systems. We are particularly known for our successes in deploying and supporting Wide Area Network (WAN) solutions.

With the high level of knowledge, skills and experience of our specialist technicians, we are able to offer many network services including but not limited to:

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- **Auditing** – accurate, detailed audits of any current network environment (including documentation, inventories, reports and recommendations)
  - **Technical Advisory** – prior to implementing new networks, or network upgrades.
  - **Network Design** - producing network designs based on business strategies, requirements, performance needs, operational constraints and budget.
  - **Planning** – planning future evolutions so the network can scale as the business grows.
  - **Installation & Configuration** – all forms of network infrastructure and devices.
  - **Network Evaluation & Security**
  - **Network Systems & Devices Support** (incl. mobile technologies)
  - **Installation and Securing of Broadband Technologies** (Cable, ADSL, Satellite, 4G Wireless, etc.)
  - **Technical Documentation**
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# Intelligent Content Management



Simple, unified experience to intelligently find, access and manage information.

Business is no longer confined to the office, so why should your data be? Int Tec Solutions Intelligent Content Management (ICM) allows you to securely share information on-premises, in the cloud, or via hybrid deployment.

Int Tec Solutions ICM powered by M-Files provides a next-generation intelligent information management platform that improves business performance by helping people find and use information more effectively.

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## Int Tec Solutions ICM allows you to find information fast:

- Experience true enterprise search to find and edit documents and information across all of your systems immediately – even on your mobile device.
- Access and edit a project plan in your network folders, view agreements in SharePoint or see everything related to a customer in Salesforce without having to migrate anything.
- Int Tec Solutions ICM applies artificial intelligence to classify and organise everything based on what it is and presents related information in context so you never have to remember where it is saved or which version is the right one.

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Int Tec Solutions ICM integrates with numerous business applications (like CRM and ERP) to deliver the functionality and flexibility you need now and in the future.

## Cloud



Business done better, with efficient, scalable solutions.

Int Tec Solutions has been in the business of application hosting services since 2004, long before cloud computing gained the well-deserved traction it enjoys today for cost and time efficiency. Our knowledge, skills and experience in cloud system design, implementation and management is demonstrated in the exceptional quality of our cloud solutions, and our excellent reputation in this field.

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### Our cloud services include but are not limited to:

- Cloud Readiness Audits & Consulting Services
- Cloud Solutions Architecture & Integration
- Cloud Cost Modelling
- Cloud-based Governance, Risk and Compliance
- Cloud Hosting, Management & Monitoring
- Cloud Security Assessments

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Int Tec Solutions can show you how cloud based services can provide better efficiency, scalability and return on investment for your business needs.

Enjoy the confidence of knowing you have support, when you need it.

Robust, secure technology that you can rely on isn't an afterthought: it's critical to your organisation's success. Int Tec Solutions has worked with thousands of organisations over two decades, providing exceptional technical expertise and service excellence.

We haven't forgotten the values at the heart of our company, or our homegrown roots in regional Victoria: we are more than a technology business, we are a business which services people. We are dedicated to working closely with each and every client, understanding your unique needs and being a partner to your success.

Int Tec Solutions: **the right choice.**



Tel 1300 885 847 (03) 5022 0000 | Email [support@inttec.com.au](mailto:support@inttec.com.au)

39 Ninth Street, Mildura VIC 3500

[inttec.com.au](http://inttec.com.au)