NEC

Corporate Overview
NEC Australia

Partnerships

Change

Ideas Technology

Productivity

Innovation

Expertise

Creativity

Flexibility

People

Passion

Simplicity

Analysis

Inspiration

Research

ROI

Development

Customisation

The facts

- Full range of information technology and communications solutions and services that span consulting, application and infrastructure solutions

- Application and infrastructure managed services and nationwide maintenance and support

- Cutting edge display solutions, including displays and digital signage, desktop monitors, and projection equipment

- Strategic partnerships with Cisco, Genesys, Microsoft, Oracle and others

- Part of NEC Corporation, a global leader in the integration of IT and network technologies

- 40 year presence in Australia – established in 1969

- Acquired the Technology Solutions division of CSG Limited in 2012

- Australian head office in Mulgrave, Victoria, with offices in all States

Adaptable technology solutions for a rapidly changing environment

Vision: To deliver innovative, tailored, technology solutions through our unique and diverse talent, industry partnerships and relationships with our customers.

In today's rapidly changing technology environment, Government and enterprise organisations are faced with an ever-increasing array of options as they seek to transform their businesses and gain greater value from their technology investments. Navigating this landscape is easier with the help of an expert Australian technology partner. NEC Australia has over 40 years local experience and is one of the most trusted names in the Australian technology industry.

We have a unique ability to offer innovative, tailored, end-to-end solutions spanning consultancy, application development, systems integration and engineering, communications solutions, and application and infrastructure managed services and support to meet almost every customer requirement.

And as part of NEC Corporation, a global leader in IT and network technologies, NEC Australia has access to the international expertise, advanced technology solutions and financial backing that supports many of Australia's largest Government and enterprise customers.

The NEC Australia difference

Our people make the difference. It's through their passion for innovation and their unique creative approach that they constantly push the boundaries to solve customers' business and technology challenges.

Without a doubt, it's our people's dedication to solving technology problems for our customers and their 'whatever it takes' attitude that really makes the difference.

Our unique team of over 1500 technology experts is on hand to provide independent advice and support to help you achieve your business objectives.

No matter what the business problem, we pride ourselves on being able to develop a consultative rapport that enables us to get to the heart of the issue and tailor a solution that will exceed your expectations. Whether the problem is simple or complex, routine or transformative – NEC is a safe pair of hands that can 'make it happen'.

Partnering for success

We work with the world's leading solutions and services companies to develop the best solution for your business.

Our customers may not always know what technology solutions will meet their business needs – but they expect us to. That's why partnering is central to NEC Australia's approach, so we can better meet customer needs.

Key NEC Australia partners include:

- Cisco
- Genesys
- Microsoft
- Oracle

Reliability & ability to deliver

NEC Australia provides a full range of application and infrastructure managed and support services.

Our dedicated data centres and expertise in hosting, Cloud and virtualisation help keep many of Australia's State and Federal Government departments, major enterprises and SMBs up and running. Our Australian-based national operations centres offer a single point of contact for solving problems – from tier 1 helpdesk through to tier 2 and 3 technical support via our national network of engineers and support staff.

The innovation factor

We invest more than AU$20 million every year in local technology development, including customised mobility development for our systems integration customers.

The ability to innovate and create is in NEC's DNA – it's just how we do things. It's the reason we have been so successful in developing award-winning solutions for our Government and enterprise customers.

Some recent examples include:

- Designing an award-winning tablet based solution, in partnership with Apple, to allow the West Australian St John's Ambulance Association to capture and process patient data in every case they attend.

- Implementing world-leading identity management solutions including high-end finger and palm printing for a State police department.

- Providing high-powered digital TV transmitters to broadcast news and entertainment to 90% of Australian homes.

- Designed specifically for vehicle fleets in Australian conditions, NEC Australia developed Mobile Access Controller (MAC) a smart mobile communications platform that provides mission critical voice and data coverage for field and emergency workers.

- Designing and delivering a web-based learning system, Ultranet, to the Victorian Department of Education and Early Childhood Development that will be used by tens of thousands of students, teachers & parents.

- Our technology centre in Melbourne is one of only three global NEC R&D centres. Since 2000, we have invested more than $200 million in local technology development, including customised mobility development for our systems integration customers.

- NEC is the largest technology services provider in the Northern Territory with a significant remote community support responsibility, delivered through a combination of scheduled air services, local operations and partnerships.

Communications Solutions

The Communications Solutions division helps our enterprise and Government customers get the most from their investments in communications and network technologies.

We have some of the best brains in ICT R&D, applied science, technical and systems integration and engineering on our team. This allows us to design, develop and deploy advanced, tailored solutions and services using the best technologies in multi-vendor environments. We also have an extensive data networking skill set, with Cisco Gold Partner certification and broad Microsoft Lync integration expertise.

Our solutions and services include systems integration, specialist communications solutions, data networking, unified communications and collaboration, broadband access network, biometrics, digital signage and display solutions.

Communications systems integration

Australian design and development centre
- Custom development including R&D, integration, deployment and support

Advanced infrastructure integration for capital intensive industries
- Data centre and Cloud
- Wireline, wireless, microwave and satellite communications
- Integrated security systems and applications
- Contact centre and service desk management
- Machine-to-machine (M2M) communications and management
- Unified communications and collaboration (UC&C)
- Engineering large broadband networks

Business solutions
- In-vehicle mobile data and communications
- Field force automation
- OH&S solutions
- Biometrics and identity management
- Security and surveillance
- Digital solutions
- Contact centres
- Broadcast and microwave communications
- Broadband services
- Datacentres and co-location
- Cloud and XaaS

From technical and strategic consulting through to deployment and ongoing support, NEC has the right people, skills and experience to deliver real value to your business.

Unified communications and collaboration

Premise and Cloud-based solutions including:
- Voice and telephony
- Contact centres
- Conferencing and collaboration
- Messaging
- Presence
- Mobility solutions

Display solutions

- Desktop monitors
- LCD/LED display panels
- Projectors

Communications and network infrastructure services

- One support contract
- Single point of contact for advice, monitoring, maintenance and help
- Australia-wide support all year round

Professional services
- ICT and business strategy
- Benchmarking
- Audit
- Optimisation
- Project management

Service management
- Self heal and self help
- Service desk
- Service management
- Technical resolution and engineering services

Managed services
- Infrastructure management
- Software management
- ICT outsourcing
- Business process outsourcing

Maintenance services
- National field support
- Multi-vendor maintenance and support
- Preventative maintenance
- Network, equipment and application monitoring and management
- Assurance services

IT Solutions

The IT Solutions division provides specialist business and technology expertise to Government and enterprises. Using industry best practice methodologies and tools to address specific industry challenges, we solve problems and deliver outstanding results. This includes: end-to-end technology capabilities comprising consulting (ITIL*), business intelligence, process and project services, applications and solutions development, and application and infrastructure managed services including service desk, desktop, network server and security management.

Our unique blend of business pragmatism, supported by deep technical expertise, means we can quickly capitalise on the latest developments. Continuous improvement using the best technology, market

leading expertise, and industry best practice processes is integral to our approach. Our extensive experience in implementing industry and vertical-based IT solutions (both on premise and hosted) spans many industries. These include: Government (Federal, State and Local), financial services, professional services, utilities, defence, engineering and construction, transport and logistics, education, mining and resources and health.

By taking a holistic view of your business and technology environment, including assessing your strategy, technologies, operations, people and processes, we are able to deliver the best return on your technology investment.

*Information Technology Infrastructure Library

By taking a holistic view of your business and technology environment, we are able to deliver the best return on your technology investment.

NEC IT Solutions provides a complete service and solution offering from strategic consulting through to the management of the critical infrastructure layer. Services include:

Consulting

- Strategic consulting
- Integrated IT governance and management
- Business transformation capabilities
- User experience and design
- Proactive Operations Management (POM)
- People centred organisational change management
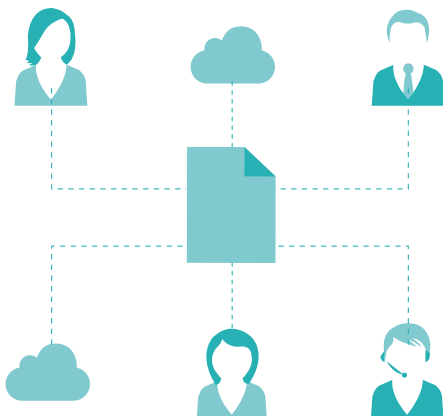- Sales force effectiveness

Professional services

IT consulting services
- Business analysis
- Project management
- Project management offices
- Testing services
- Methodologies (Prince2, PMBOK, MSP, Agile, ITIL, CMM)
- Enterprise application integration
- Business intelligence and data warehousing
- Application development and technologies

Recruitment services
- Testing services
- Application development (Java/J2EE, .Net, Web)
- Business analysis (technical, functional)
- ERP consultants (SAP, Oracle, Microsoft)
- CRM consultants (Microsoft)
- Infrastructure services (system administrators, engineers, storage, network, desktop support)
- Project management/program management

Applications and solutions development

Solutions development
- ERP – midmarket and enterprise
- Business intelligence
- Mobility solutions
- Performance management
- CRM and xRM
- Information management
- Portals and collaboration
- Cloud computing and hosted solutions
- Enterprise IT management
- Training and support

Custom application development
- Mobility applications development
- Cloud and hosted solutions
- Enterprise architecture and solutions development
- Vertical industry solutions
- Service Oriented Architecture (SOA)
- Specialist knowledge and skills in leading development technologies

Infrastructure and applications services

Managed services
- Service desk solutions
- Desktop management
- Network management
- Server management and virtualisation
- Security management
- Storage and data management services
- Applications and DBA services
- Risk management

Support and maintenance services
- Remote community support
- Software as a service
- Platform as a service
- Application support

For more information, visit www.nec.com.au, email contactus@nec.com.au or call 131 632

About NEC Australia NEC Australia is a leading technology company that delivers a complete portfolio of ICT solutions and services to a wide range of enterprise and government customers across multiple industries. The Communications Solutions division provides a full range of communications solutions and services in multi-vendor environments, including systems integration, specialist communications solutions, data networking, unified communications and collaboration, broadband access network, biometrics, digital signage and display solutions. The IT Solutions division offers a full range of IT solutions and services encompassing consulting, professional services, application development and application and infrastructure managed services and support.

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