



Why Choose *iLogix Technologies?*

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iLogix Technologies

Overview

iLogix Technologies is an Australian owned IT solutions provider, delivering tailored end-to-end technology solutions that meet individual business requirements. Our extensive experience in the ever-changing technology environment enables us to plan, design, implement, optimise and maintain your IT solutions to industry best practice.

Our methodologies and solutions are robust, reliable and cost effective... and our technologies are cutting edge. We work with a range of fast-growing organisations, providing services that enable them to:

- Increase profitability and efficiency through smarter and more efficient IT systems,
- Rapidly and effectively respond to changing market demands and achieve organisational goals, and
- Leverage IT services as a strategic driver for competitive advantage.

Our mission

To be a market leader in today's information technology industry by relentlessly delivering innovative IT systems and efficient support services.

To be known as a company that helps people and businesses realise their full potential.

Services

iLogix offer simple, flexible and reliable IT solutions that help organisations resolve business challenges, allowing them to respond quickly to the needs of their market.

Service	Detail
IT consulting	<p>System Architecture</p> <ul style="list-style-type: none">• Documenting client requirements into functional specifications• Developing detailed process flow/data flow diagrams• Creating software architecture, specifying tools and technologies for software design/implementation• Creating hardware architecture and hardware solution recommendations <p>Risk Management</p> <ul style="list-style-type: none">• Identification• Assessment• Potential risk treatments• Risk avoidance• Hazard perception• Risk reduction• Risk sharing• Risk retention

- Risk management plans

IT Process Management

- Identifying organisational business processes
- Transforming business process into IT process
- Streamlining existing IT processes

Data Management

- Documenting and recommending suitable data architecture and modelling plans
- Recommending data management tools for basic and advanced data management facilities
- Recommending advanced data intelligence tools for data reporting/analysis
- Documenting and recommending data security/integrity methods

Strategy and Governance

- Developing strategic IT plans to aid in governing IT infrastructure
- Recommending tools and techniques to devise strategy and govern IT systems, and generate alert on warnings and failures

Software development

We specialise in developing custom built software and integrated technologies that meet your project specifications, including:

- Call centre solutions
- Contact management systems
- Workflow automation systems
- Optical character recognition (OCR) document processing
- Customer relationship management (CRM) systems
- Sales and order processing systems
- Address validation
- Business intelligence

Software Support

We streamline business processes so you can achieve maximum efficiency and control by managing your software.

Our software support service will ensure:

- Reduced downtime
- Cost effectiveness
- Enhanced performance

iLogix HQ

Software Support is bundled with a SLA Based Help Desk resolution ticket system called *iLogix HQ*. Benefits of *iLogix HQ*:

- Promotes quick resolution
- Records system/process downtime

	<ul style="list-style-type: none"> • Reports on system outages • Facilitates system improvements and infrastructure development • Improves employee morale
Hardware procurement	<p>We can facilitate the sourcing and procurement of IT equipment based on your business needs and demands.</p> <p>Our software procurement team will ensure:</p> <ul style="list-style-type: none"> • High quality equipment • Cost effective options • Timely delivery
IT Infrastructure and Hardware Maintenance	<p>We can provide basic IT Infrastructure and hardware maintenance, including:</p> <ul style="list-style-type: none"> • Checking and removing any virus and spyware • Troubleshooting common workstation issues • Relocating or installing new workstations • Installing and configuring Windows operating system • Installing and configuring other critical office applications (eg MS Office, Internet etc) • Installing and setting up other devices (eg printers, scanners etc) <p>iLogix have developed extensive networks with other IT infrastructure and hardware maintenance counterparts, enabling us to procure more complex IT and hardware maintenance solutions on your behalf and as needed, including:</p> <ul style="list-style-type: none"> • Installing new servers and server software • Upgrading existing servers • Installing CCTV cameras
Telecommunication Network Support	<p>We support most VoIP based telecommunication systems, including:</p> <ul style="list-style-type: none"> • Recommending a suitable VoIP provider and IP telephony system to fulfil your business requirements • Organising a VoIP lines package from a VoIP provider • Installing IP telephony system/s • Integrating of VoIP lines with the IP telephony system • Training staff on using the IP telephony system • Providing support to the installed telephony system

Our difference

We're passionate about what we do and we believe in providing the highest quality solutions that empower our clients.

We have a core team of project management and software engineer specialists, and our contractor engagement model provides us with the scalability to be able to respond to project requirements quickly. This model means we don't have the same ongoing staffing costs as many of our competitors, making us a highly competitive option.

Most importantly, it means you're getting the right set of capabilities for the right projects... and at the right time.

Experience

Our project management and software engineering experience is second to none.

We have worked with some of Australia's leading brands and our team has extensive experience in delivering IT solutions to a range of industries, including:

Industry	Solution
Utility Services	<ul style="list-style-type: none">• Call Centre Solution• SAP Integration System• OCR based Workflow Management System• Contractor Management System• Sales Management and Fulfilment System
Telecommunications	<ul style="list-style-type: none">• Call Centre Solution• Direct Sales Management System• Contractor Management System• Sales Management and Fulfilment System
Fashion (Wholesale)	<ul style="list-style-type: none">• Barcoding and EDI System• Order Fulfilment System
Retail	<ul style="list-style-type: none">• Point Of Sale System• Order and Stock Management System
Hospitality	<ul style="list-style-type: none">• Billing Console System• Online Booking System
Manufacturing	<ul style="list-style-type: none">• Raw Material Management System• Document Library (using Bar Coding Technology)

Engagement process

Our approach is simple: we adopt a 4-step process to deliver results to our clients.



1. Meetings

Our initial meeting is a fact-finding exercise to determine your business needs. Upon engagement, we schedule a series of meetings to more accurately deliver against your requirements and to keep you informed of progress throughout the life of the project.

2. Project proposal

After our initial meeting, we document a project proposal to include a detailed understanding of your requirements and the associated costs. This forms the scoping document to which we will work against to deliver your project.

Our proposal will also include a support agreement for delivery and maintenance.

3. Project implementation plan

Upon engagement, we'll produce a detailed project implementation plan to outline all key milestones and delivery timelines.

During the implementation we regularly communicate with you to ensure that your expectations are being met and that all project specifications are tracking to schedule.

4. System delivery and maintenance

Our involvement doesn't end once the system is deployed – we will provide maintenance and support as detailed in the support agreement.