



connecting IT
with business outcomes

A LONG HISTORY OF AMAZING CUSTOMER EXPERIENCES

We have been established in Australia for over 30 years.

We have an impressive list of long-term customers who continue to engage with us on their key initiatives – proven by an impressive renewal rate for our annuity contracts. You may have known us in the past as either Wang, Bull, Olivetti or Getronics but now we are known as UXC Connect. Our 400 people provide excellence in service to customers right across the country. We are part of the ASX-listed UXC Business Solutions Group, Australia's largest independent IT services company.

WHAT DO WE DO?

We provide ICT Solutions that help to sustain your business.

This includes helping you with strategies and solutions to improve productivity, reduce risk, and reduce costs. We work with you to understand the business outcomes you need to achieve to be successful. We help you to apply technology to deliver these outcomes. And we also provide all the help you need to keep your business running for the long term.

Business sustainability is a big part of our offering. It's all about delivering operational efficiency, strong financial performance, and environmental impact awareness. We deliver business sustainability through 4 main platforms:

- **Infrastructure sustainability** – providing an agile, consolidated, highly available foundation to deliver critical services.
- **Workspace sustainability** – providing the ecosystems that enable employees to work productively.
- **Environmental sustainability** – addressing energy costs, reducing carbon footprint, and meeting regulatory compliance.
- **Managed sustainability** – transparent, proven, dynamic, outcome driven managed services that are built on best practice.

“We work with you to understand the business outcomes you need to achieve to be successful.”

IT'S ALL ABOUT YOUR BUSINESS.

At UXC Connect we pride ourselves in helping our customers achieve measurable business outcomes.

You've known this for a long time. Every IT investment you make must be measured by the impact it has on specific business outcomes. We help you to address your IT investments in terms of your business. A new unified communications infrastructure is great – a 20% improvement in employee productivity even better. A new virtualized server strategy exciting – a 25% cost reduction exhilarating.



WHY ARE WE DIFFERENT?

We've taught ourselves to see things differently.

Our list of long-term customers is proof of our ability to understand our customers' business issues and to help them to deliver the right business outcomes with the appropriate use of technology. We have undertaken a program of re-engineering our business to ensure that the qualities that have made us successful in the past are backed by skilled staff, repeatable processes and robust tools. We have trained our people to approach every interaction with the customer's business in mind.

Our people and our culture – Individuals, not numbers

Treating our people as individuals, not numbers, is a critical part of who we are. It starts at the top with a leadership group committed to making a positive impact on the team that they manage. It carries through to the cultural programs, development plans and mentoring programs that continue to keep our staff engaged and motivated. Our customers benefit from working with people who are highly competent and committed to delivering the best outcomes for their customers.

Our clients see the difference

You're in good company with UXC Connect. Our clients are some of the country's leading organisations including ACCC, Attorney General's Department of NSW, Aviva, Boral, Canon, Deacons, Department of Defence, DIISR, EnergyAustralia, FaHCSIA, Griffith University, Medibank Private, Linfox, Melbourne Water, Michael Page, Office of State Revenue, Queensland Health, Repco, ResMed, Roads and Traffic Authority, Shell, Suncorp, Sydney Water, Technology One and Tomago Aluminium.

WE EVEN MEASURE OURSELVES BY THE WAY WE THINK DIFFERENTLY

Our team of experienced professionals are trained and rewarded based on how well they connect your IT directly to your required business outcomes.

Our people are committed to the long haul and the way their incentive programmes are structured is testament to this. Key people are rewarded based on their ability to deliver quality outcomes for their customers. For example, Project Managers are not only rewarded for their ability to deliver projects on time and on budget but also on their ability to work with their customers to identify the right projects to work on. Sales people are rewarded based on proposing the right technology solution, and how well that delivers your ongoing business success. Service Analysts stay focused on addressing problems that are impacting your business success, not just fulfilling standard technology requests.

This is how we know our people are as motivated as they are trained and ready to connect your IT with business outcomes you can take to the bank.



WE WANT TO TALK BUSINESS

Your business that is, not ours.

We want to hear about the **business outcomes you need** from your IT initiatives - and work backwards from there. It's how we know our IT recommendations **end up in the right place.**

We'll listen first. Think next. Then create a custom solution others may not have considered for your unique situation. It's how we connect **what** we do with **why** we do IT. And it's why we're worth talking to for your next technology-based business improvement project.



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