

CAPABILITY STATEMENT



Portacom - Knowledge Through Innovation

COMPANY OVERVIEW

Portacom is a Western Australian Information Technology and Engineering company located centrally in West Perth. Established in 1983, Portacom has a long and proven track record managing, supplying and servicing SOHO, education, government, and business clients.

Portacom partners with the best technology vendors to bring our clients the best solutions to support their business growth.

Portacom has proven expertise from network design, server setup, installation and management through to wireless connectivity based clients, including hand held through to tablet and notebook computer.

Portacom is an Internationally Quality Assured, privately owned, 100% Western Australian company dedicated to the ongoing supply, service, maintenance and support for the tens of thousands of our valued clients.

MANAGED SERVICES

Portacom provides our customers with procurement and core Information Technology competencies that dramatically reduce costs through our managed services.

Managed services allow Portacom to take over the management of complex IT environments, eliminating customer headaches whilst providing quality service at a predictable cost.

- Network Design and Implementation
- System Administration
- Remote Monitoring and Management
- Software Troubleshooting
- Patch Management
- Server Installation and maintenance
- UPS and power management and Installation
- 24x7 Remote Monitoring
- 24x7 Hour Phone Support
- Service Desk
- Vendor Management
- Emergency On Site Support
- Testing and Evaluation
- Network Management
- Storage solutions and management
- Backup Management
- VOIP Communications
- Security Management
- Mobile Device integration
- Cloud Solutions and Management
- Proactive Maintenance
- Disaster Recovery Services
- DNS & Web service Management
- Exchange and Outlook Programming



Portacom - Trusted For Over 30 Years

INNOVATION

Portacom is focused on providing innovative Information Technology solutions that enhance and provide our clients cost effective and efficient outcomes. Portacom was founded specialising in the mobile computing industry and has unrivalled experience and knowledge. Portacom was also the innovative designer of the world's first notebook touchpad mouse which has now transformed the portable computer industry and to which a United States Patent was granted.

HISTORY

Established in 1983, Portacom has been a part of the 'early' years of computing and the internet. Focusing on the ongoing support of our clients, it was an early mantra that we try and 'service what we sell' setting Portacom apart from it's competitors. Numerous awards from vendors and industry have followed Portacom's growth and, in 1993, Portacom became an ISO 9001 Quality Assured supplier. Portacom enhanced it's service abilities to also focus on server installations, data networking and communications. Today, Portacom is a vibrant, well trusted local Western Australian business with over 30 years of unrivalled experience in Information Technology.

THE PORTACOM DIFFERENCE

Portacom is one of the few Information Technology companies in Australia that are authorised to service much of what we supply. This speeds up repairs and avoids multiple problem handling. This advantage cannot be stressed too highly and combined with our unrivaled industry experience and technical knowledge, makes Portacom stand out from our competitors. Portacom has close relationships with our suppliers and regularly evaluated equipment for reliability, performance and suitability for task. Portacom has extensive server installation, maintenance and management experience and we manage sites both in house and on site. Portacom has unrivalled experience in the portable computing field and our knowledge of mobile, tablet, notebook and laptop systems is the envy of the industry.

Portacom has a dedicated Management team, closely linked to our authorised service department promoting fast problem resolution and repair.

Portacom also has a dedicated Data Recovery center allowing us to retrieve valuable lost data. Portacom is focused on long term customer relationships. We consider our clients as partners and we are proactive in building trust and understanding.

Portacom will recommend the best technical solution, working with our clients every step of the way with clear, concise dialogue.

Portacom is an ISO 9001 Internationally Quality Assured Supplier promoting trusted, standards based experience for our clients.

AREAS OF FOCUS AND CAPACITY

Portacom focuses on growing business IT infrastructure and look to partner with businesses that need a long term specialist to enhance and simplify their IT requirements.

Portacom helps small and medium businesses by allowing them to focus on their core business whilst handling all the Information Technology needs seamlessly.

REFERENCE SITES

NDE, SEASPIN, ThinkBig, Barkers Fencing, Wildlife Australia, PPI Tech, Bathurst Resources, Poseidon Nickle, DJ Carmichael, Jackson Macdonald, Australian Medical Association, Civcon Civil, Lockforce, Bulletin Resources, GPS WA, Perth Frozen Foods, Mincor, Finn Finance, Land Equity Legal, Heritage Advice Australia

PORTACOM BUSINESS PHILOSOPHY and VISION

Portacom's business philosophy is simple; Services and Supply excellence.

We believe if you do the right thing by our clients, then they will remain our loyal clients and recommend others.

Portacom is committed to Quality, Knowledge, Adaptability, Consistency, Value, Transparency and Integrity—our core values.

CORE COMPETENCIES

Managed Services
Procurement
Product Testing and Evaluation
Vendor liaison
Competitive pricing analysis
Warranty and out of Warranty Service
Authorised Service for Printer, Laptop, Desktop, Tablet, Server
Upgrade Service
Custom Hardware and installation
Software Installation
Warranty Extension
Priority Repair
Wireless and Wired Network Troubleshooting
Virus and Spyware Removal
Rapid Repair for limited downtime
Data Recovery
HDD, USB, SDD, RAID
Preventative analysis and recovery
Networking
Wireless and Wired
Home and Business
Network and Phone
Home, Business, Corporate, Education
Data & Communication Cabling

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