

CSA DELIVERS YOU THE ASSURANCE OF  
EFFECTIVE PEOPLE, RESILIENT PRODUCT  
AND RISK-TOLERANT PROCESS

## CSA. RESILIENCE DELIVERED



AS AUSTRALIA'S LEADING INTEGRATOR OF RISK-TOLERANT INFORMATION & COMMUNICATION SOLUTIONS CSA OFFERS SOMETHING ALL BUSINESSES NEED - LOW RISK & HIGH RESILIENCE

### SOLUTIONS IN:

Unified Communications  
Security & Wireless  
Servers & Storage  
IP Networking & Telephony  
OEM & Microsoft Infrastructure  
Software Solutions  
Managed Services & Support  
Advisory Services & Consulting

### CERTIFICATIONS IN:

Cisco Advanced Unified Comms  
Cisco Advanced Security  
Microsoft Gold Partner:

Advanced Unified Comms  
Forms & Workflow  
Security  
Sharepoint

2007 Cisco ANZ SMB  
Partner of the Year

### How do you choose the right integrator to manage your information?

As Australia's leading integrator of Risk-Tolerant Information & Communication solutions CSA offers something all businesses need - low risk and high resilience.

CSA is the only integrator in Australia to use P3, a Risk-Tolerant Project Methodology. Using P3 we are better able to deliver certainty, reliability, lower risk & higher resilience whether it be IP Telephony, Unified Comms, Servers & Storage, Security, Software or major productivity project.

P3 takes an innovative holistic view of your project rather than a traditional "silo" approach - this allows us to better control risk factors and integrate higher levels of resilience via more effective project management and deployment.

In short the P3 Risk-Tolerant philosophy is:

- 1. EFFECTIVE PEOPLE**  
Certified, Competent, Accountable
- 2. RESILIENT PRODUCT**  
Fault-Tolerant, Reliable, Supported
- 3. RISK-TOLERANT PROCESS**  
Strategic Engagement, Maturity Profile, Analyse-Design-Build-Implement-Support

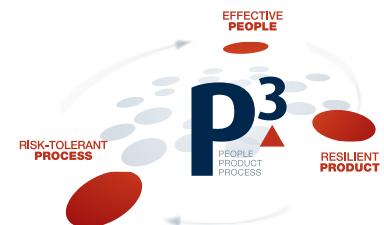
So if you're serious about resilience and lower project risk then there's only one choice - CSA, Australia's leading integrator of Risk-Tolerant solutions. With P3 offering true Risk Tolerance then you have Resilience. Delivered.

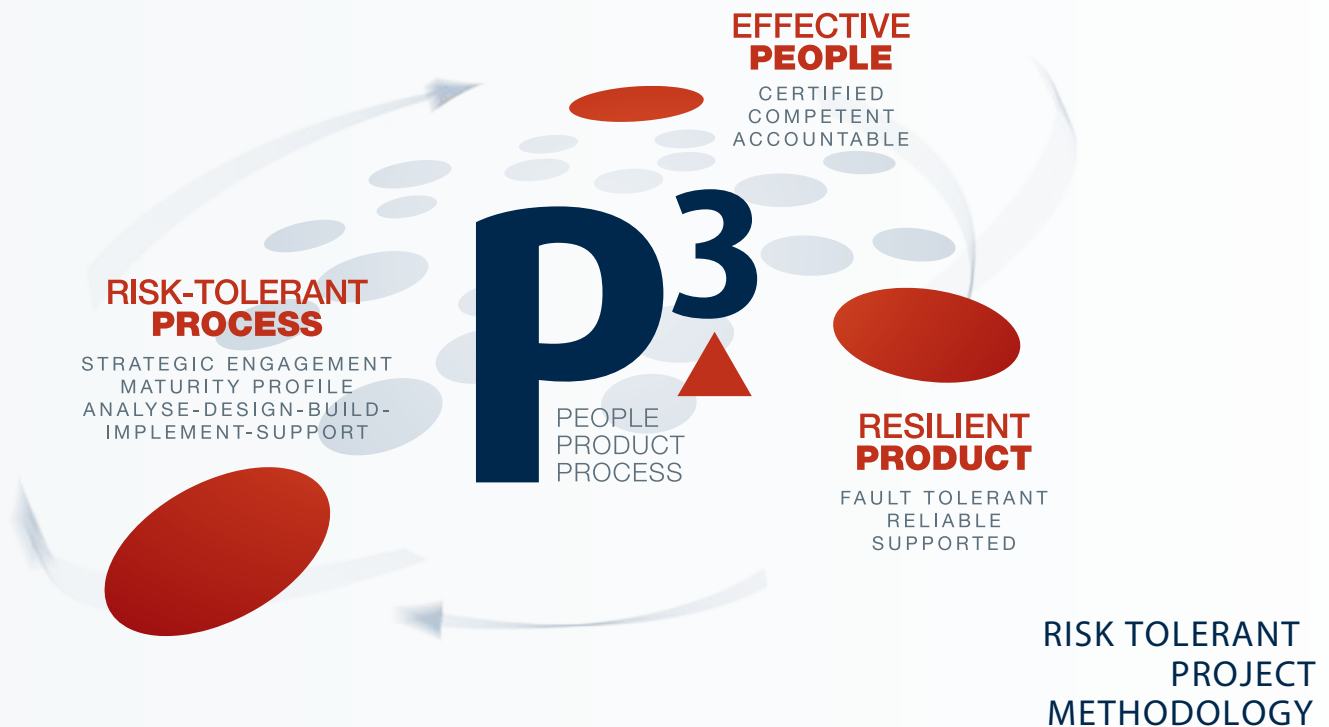
COMPUTER SYSTEMS AUSTRALIA

[www.csait.com.au](http://www.csait.com.au)

SYDNEY  
Level 7  
153 Walker St North Sydney NSW 2060  
Phone +61 2 9017 3200  
Fax +61 2 4915 1101

NEWCASTLE  
60 Griffiths Rd Lambton NSW 2299  
Phone +61 2 4915 1100  
Fax +61 2 4915 1101





## RISK TOLERANT PROJECT METHODOLOGY

A 3 X 3 APPROACH FOR DELIVERING RISK-TOLERANT INFORMATION & COMMUNICATION SOLUTIONS

- ▶ **EFFECTIVE PEOPLE**  
CERTIFIED, COMPETENT, ACCOUNTABLE
  - ▶ Certified means that our people have completed relevant vendor and industry certification programs
  - ▶ Competent means our staff have expertise and have completed competency development programs in our Labs
  - ▶ Accountable means that ownership of each task is clearly assigned within our processes
- ▶ **RISK-TOLERANT PROCESS**  
STRATEGIC ENGAGEMENT, MATURITY PROFILE, ANALYSE-DESIGN-BUILD-IMPLEMENT-SUPPORT
  - ▶ Strategic Engagement means we develop an understanding of the business impact of our solutions
  - ▶ Maturity Profile means that we understand our customer's IT priorities
  - ▶ Analyse-Design-Build-Implement-Support means we provide conception to grave services
- ▶ **RESILIENT PRODUCT**  
FAULT TOLERANT, RELIABLE, SUPPORTED
  - ▶ Fault Tolerant means we design to deliver high availability tuned to the business requirement
  - ▶ Reliable means we choose equipment from reputable vendors who deliver high availability equipment
  - ▶ Supported means the integrated solution is supported as a whole