

STRATEGIC SERVICES TO MAXIMISE THE RETURN ON INFORMATION ASSETS

The world is changing fast. Changes in technology are having a profound effect on how enterprises and individuals communicate and collaborate. CSA assists Local Government keep pace with change and maximise the return on information assets.



ENTERPRISE & INTERNET COLLABORATION COMMUNICATION & CONTENT

CONCEPTUALISING AND DESIGNING INFORMATION SYSTEMS TO SUPPORT NEW LOCAL GOVERNMENT STRATEGIES CAN BE A CRITICAL COMPONENT OF SUCCESS.

SOLUTIONS

Business Process & Workflow
Records & Document Management
Content Management
Internet & Intranet Portals
Contact Centre
Unified Communications

TECHNOLOGIES

RecordPoint
Microsoft SharePoint
Microsoft OCS
Microsoft Exchange
Cisco UCM
Cisco UCCX
IPFX UCC

CERTIFICATIONS



Premier Business Partner



CSA provides the experience, capabilities and mature methodologies to take the risk out of adopting collaboration and unified communication technologies to meet business needs.

Our consultants provide analysis, design, implementation and project management services that will:

- Prioritise where the greatest returns can be achieved – through superior analytical skills, Local Government knowledge and the application of previous experience
- Create high value, low risk solutions – through structured methodologies, adherence to standards and a commitment to skill development across multiple disciplines
- Achieve on-time delivery of planned projects – through a rigorous project management process that fully captures objectives, quantifies risk and establishes quality plans for control of the system development and implementation

CSA is itself collaborating with Microsoft and other leading Microsoft solution providers to provide the Citizen Service Platform (CSP) to LGAs to improve:

- Customer Service
- Compliance & Accountability
- Collaboration and Shared Services

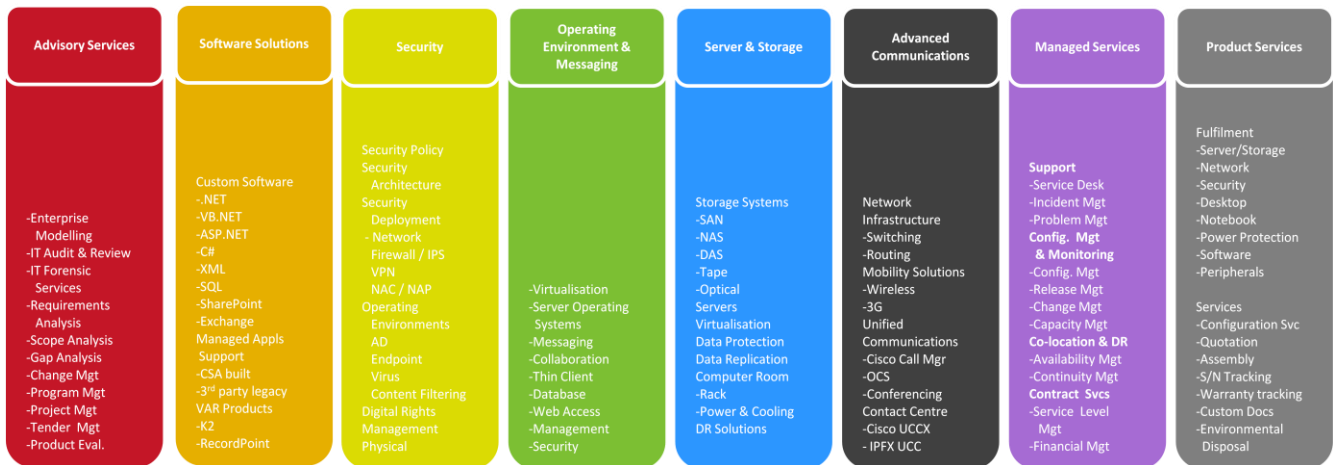
EFFECTIVE PEOPLE

Learning and Growth – CSA's team consists of systems and software engineers with tertiary qualifications, certifications and experience. CSA is committed to on-going skills development, using structured personal development programs, as well as unstructured time in our R&D Labs to push the boundaries of team and individual knowledge.

Processes and Methodologies – CSA services and solutions are based on standardised processes and frameworks to provide consistency in established processes and rigour and completeness in new architectures. Comprehensive testing, control and release procedures ensure that quality outcomes are achieved in compliance with our ISO9001 accreditation.

Total Customer Focus – Very high customer satisfaction is consistently achieved by listening to our customers' objectives, and applying sound business and technical skills. Technology enabled innovation in business requires the marriage of business knowledge and objectives with sound technical knowledge.

“CSA HAS DESIGNED AND BUILT AN INNOVATIVE BUSINESS SYSTEM THAT NOT ONLY MEETS OUR CURRENT NEEDS BUT WILL ALSO PROVIDE A SOLID BASIS FOR OUR FUTURE E-BUSINESS ACTIVITIES” – DEBORAH WILLCOCKS SENIOR SCIENTIFIC OFFICER EXISTING CHEMICALS - NICNAS



Seize the opportunities of the new communication and collaboration technologies with the support of an experienced partner who has done it before and been around since 1986 - CSA.

The average return on investment (ROI) from investing in Information Systems is over 65%. Not bad compared to other forms of capital investment that have an average ROI of 15%

SOURCE V GROUP

The key to attaining these high returns comes from implementing innovative concepts, and applying a structured methodology.

MARKETS WE WORK IN:

CSA has experience working in the following industries:

- Federal Agencies
- Local Government
- Health
- Superannuation
- Professional Services
- Tourism
- Mining
- Engineering
- Manufacturing

Microsoft SharePoint is quickly becoming the default tool for collaboration, workflow and team interaction, providing an enterprise content management platform for business process management, records management and web portals.

Advances in Unified Communication systems provide features and functions to improve productivity and communication across IP networks with:

- Enterprise Telephony
- Voicemail, Fax and Email Integration
- Audio, Video, and Web Conferencing
- Group Chat
- IM and Presence
- Public IM Connectivity
- Mobility

Microsoft Exchange 2010 changes things again with:

- New high availability and disaster recovery capabilities
- Greater mobility and access options
- Improved management & control
- Enhanced Archiving

Customer Service teams have to have quick access to information and manage enquiries within a Contact Centre system that must integrate an increasing range of media types and measure performance metrics.

While new Government Information (Public Access) legislation requires all manner of information be archived,

managed and made available to the public.

THE BUSINESS PARTNER OF CHOICE

Realising the productivity benefits of the advanced collaboration and communication technologies available to business requires an experienced, qualified and mature integration partner. CSA is your business partner of choice for Local Government, with over 20 years of delivering successful outcomes to LGAs.

As a specialised Microsoft Gold Partner, CSA also provide Microsoft Deployment Planning Services in Exchange, OCS and SharePoint for new deployments or upgrade s.

CSA will design, implement and support your business to unlock the potential in collaboration and communication systems that will maximise the return on your information assets.



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