

## 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 business keep pace with change and maximise the return on information assets.



# ADVANCED NETWORK ARCHITECTURES FOR UNIFIED COMMUNICATIONS APPLICATIONS

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

## SOLUTIONS

Switching and Routing  
Firewalls and Secure Access  
Wireless & Mobility  
IP Telephony & Video  
Contact Centre  
Unified Communications

## TECHNOLOGIES

Microsoft OCS & Exchange  
Cisco UCM & UCCX  
Cisco Networking & Security  
HP Converged Infrastructure  
IPFX UCC  
Enterasys Networking

## CERTIFICATIONS



Premier Business Partner



CSA provides the experience, capabilities and mature methodologies to take the risk out of adopting UCC (Unified Communication and Collaboration) 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, business 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
- Manage and control changes – through assessing the impacts on operational systems and educational needs of stakeholders.

As a result, CSA will provide a high performance, reliable and resilient network tailored to the unique needs of the business and the UCC applications.

## 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.

“WE WERE IMPRESSED BY THE PROFESSIONAL APPROACH OF CSA, PRIOR TO, AND POST INSTALLATION AND ESPECIALLY BECAUSE WE GAVE SOME VERY TIGHT DEADLINES.” – TIM DOBNER, HEAD OF IT – AFMA SERVICES

Advisory Services	Software Solutions	Security	Operating Environment & Messaging	Server & Storage	Advanced Communications	Managed Services	Product Services
<ul style="list-style-type: none"> <li>-Enterprise Modelling</li> <li>-IT Audit &amp; Review</li> <li>-IT Forensic Services</li> <li>-Requirements Analysis</li> <li>-Scope Analysis</li> <li>-Gap Analysis</li> <li>-Change Mgt</li> <li>-Program Mgt</li> <li>-Project Mgt</li> <li>-Tender Mgt</li> <li>-Product Eval.</li> </ul>	<ul style="list-style-type: none"> <li>Custom Software</li> <li>-NET</li> <li>-VB.NET</li> <li>-ASP.NET</li> <li>-C#</li> <li>-XML</li> <li>-SQL</li> <li>-SharePoint</li> <li>-Exchange</li> <li>Managed Appls</li> <li>Support</li> <li>-CSA built</li> <li>-3<sup>rd</sup> party legacy</li> <li>VAR Products</li> <li>-K2</li> <li>-RecordPoint</li> </ul>	<ul style="list-style-type: none"> <li>Security Policy</li> <li>Security Architecture</li> <li>Security Deployment</li> <li>- Network Firewall / IPS</li> <li>VPN</li> <li>NAC / NAP</li> <li>Operating Environments</li> <li>AD</li> <li>Endpoint</li> <li>Virus</li> <li>Content Filtering</li> <li>Digital Rights Management</li> <li>Physical</li> </ul>	<ul style="list-style-type: none"> <li>-Virtualisation</li> <li>-Server Operating Systems</li> <li>-Messaging</li> <li>-Collaboration</li> <li>-Thin Client</li> <li>-Database</li> <li>-Web Access</li> <li>-Management</li> <li>-Security</li> </ul>	<ul style="list-style-type: none"> <li>Storage Systems</li> <li>-SAN</li> <li>-NAS</li> <li>-DAS</li> <li>-Tape</li> <li>-Optical</li> <li>Servers</li> <li>Virtualisation</li> <li>Data Protection</li> <li>Data Replication</li> <li>Computer Room</li> <li>-Rack</li> <li>-Power &amp; Cooling</li> <li>DR Solutions</li> </ul>	<ul style="list-style-type: none"> <li>Network Infrastructure</li> <li>-Switching</li> <li>-Routing</li> <li>Mobility Solutions</li> <li>-Wireless</li> <li>-3G</li> <li>Unified Communications</li> <li>-Cisco Call Mgr</li> <li>-OCS</li> <li>-Conferencing</li> <li>Contact Centre</li> <li>-Cisco UCCX</li> <li>-IPFX UCC</li> </ul>	<ul style="list-style-type: none"> <li><b>Support</b></li> <li>-Service Desk</li> <li>-Incident Mgt</li> <li>-Problem Mgt</li> <li><b>Config. Mgt &amp; Monitoring</b></li> <li>-Config. Mgt</li> <li>-Release Mgt</li> <li>-Change Mgt</li> <li>-Capacity Mgt</li> <li><b>Co-location &amp; DR</b></li> <li>-Availability Mgt</li> <li>-Continuity Mgt</li> <li><b>Contract Svcs</b></li> <li>-Service Level Mgt</li> <li>-Financial Mgt</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilment</li> <li>-Server/Storage</li> <li>-Network</li> <li>-Security</li> <li>-Desktop</li> <li>-Notebook</li> <li>-Power Protection</li> <li>-Software</li> <li>-Peripherals</li> <li>Services</li> <li>-Configuration Svc</li> <li>-Quotation</li> <li>-Assembly</li> <li>-S/N Tracking</li> <li>-Warranty tracking</li> <li>-Custom Docs</li> <li>-Environmental Disposal</li> </ul>

Before the Boss demands a UCC solution tomorrow, prepare your network for the new IP applications today with the support of an experienced partner who has done it before and been around since 1986 - CSA.

**Lack of appropriate infrastructure will result in user dissatisfaction and, potentially, failure of the overall UCC initiative.**

SOURCE GARTNER

The key to success is being prepared. If your network is not prepared for the significant demands of the applications, your UCC initiative will be more costly, complex and likely to fail.

**Don't wait to get your network in shape.**

**MARKETS WE WORK IN:**

CSA has experience working in the following industries:

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

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

- Enterprise Telephony
- Contact Centre systems
- Voicemail, Fax and Email Integration
- Audio, Video, and Web Conferencing
- Group Chat
- IM and Presence
- Public IM Connectivity
- Wireless and mobile devices

But this functionality makes significant new demands on existing network infrastructures and staff, turning your IP network into a business-critical, real-time application platform. Application access controls, prioritisation schemes and routing methods need to be defined and implemented consistent with link capacities, service provider capabilities and security requirements.

So, while your network may have operated adequately for accessing corporate data sources and browsing the internet in the past, it may not be able to support the demands of the voice, video and collaboration technologies being deployed today by businesses seeking efficiencies through improved communications. Today's business efficiencies demand IP networks are capable and ready.

**THE BUSINESS PARTNER OF CHOICE**

That's why realising the productivity benefits of the advanced communication and collaboration technologies requires an experienced, qualified and mature integration partner.

CSA is your business partner of choice. With over 20 years of designing, deploying and supporting IP networks, CSA knows how critical the network has become and how important its continued operation is to the success of an organisation's IT function. A faulty or fragile network will lose your business money, reputation and opportunity, which will lead to a loss of confidence in the IT operation.

CSA will design, implement and support your business network to unlock the potential of unified communication and collaboration systems within your business.



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