

# IT Support Services

## Executive Overview

Compucon Computers was founded in Sydney in 1990. Australian branches are located in Melbourne and Adelaide. Clients with New Zealand operations can be directly serviced by the Compucon office in Auckland.

Compucon is an IT solutions project partner, specialised in platform engineering, aided by strong alliances with leading technology manufacturers and a long history of building reliable, customised servers, professional workstations and personal computers. This strong focus on computing architecture has ensured fundamental familiarity with IT systems from the hardware level through operating systems up to application-level configuration and maintenance.

Compucon's Microsoft® Certified Professional staff have proven knowledge and skills to set up Microsoft® networks built on Windows® Server and related back-end platforms through to the latest desktop clients.

Specialised development work has included custom-engineered servers for the Australian Navy, installed in mission-critical encrypted communications roles within network-centric warfare systems.

Compucon has direct relationships with key IT systems vendors including Microsoft®, Intel®, Supermicro®, Seagate® and Western Digital®, ensuring fast and effective access to senior technical advisers in contact with global support and engineering resources.

Our experienced team welcomes the opportunity to assist your organisation with IT infrastructure services.

## Customer Service Testimonials

*King Computer Solutions:* "Thank you to your Tech Support Department for getting the server up and running promptly. With 180 users offline at the call centre, you can imagine it was important to get the parts replaced ASAP."

*Full Circle Australasia:* "Compucon staff worked outside business hours and while on holiday overseas to help provide the replacement server with the minimum of delay, which is very much acknowledged."

*Stable IT Solutions:* "2 hours later the agent was at the client's site. The client was extremely happy with the response considering the size of his business. The agent also praised the Compucon equipment and stated that he has the least problems with your devices. Compucon have all their processes in place and are a well-run business."

*Rentworks Limited:* "Tech support always goes above and beyond the call of duty to help us. Compucon is our preferred supplier of IT equipment."

*Monash University:* "We have an installed base of hundreds of Compucon machines. We have found Compucon to be professional and extremely responsive – flexible enough to meet our special needs."

*Murdoch University:* "The service and reliability of Compucon's supply is always at a high level, minimising our downtime: quick response, efficient and within the specified time frame."



Professional

(Steven Cheng)



Reseller

