



everywhere,
together.

**Are you looking forward to your next
system upgrade or deployment?**

We can help you enjoy the rewards
of IT innovation minus the pain.

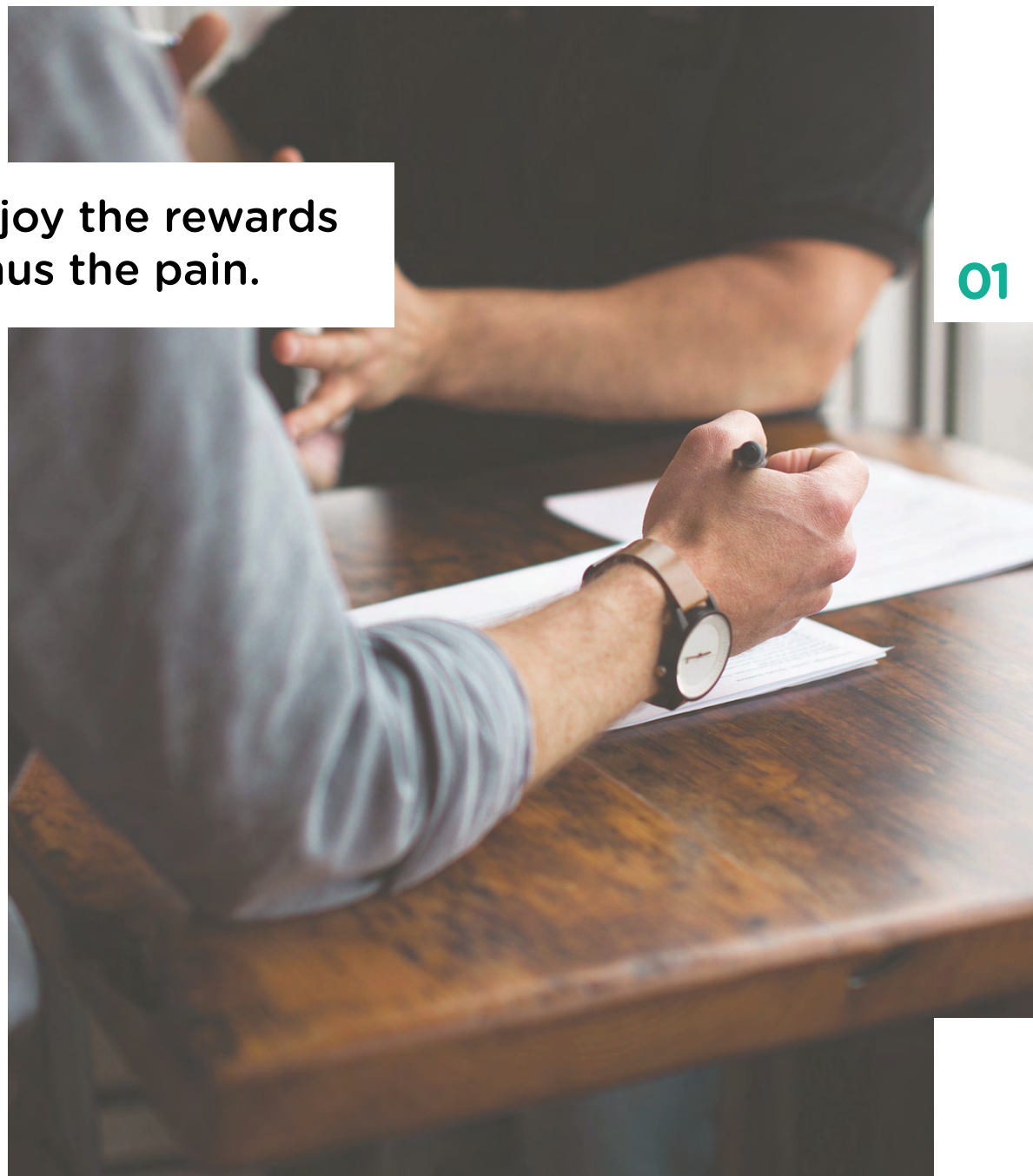
01



There's no doubt that implementing new software and hardware can be one the most challenging experiences for all concerned, especially you as decision-maker.

The expectations are high not just because of the level of investment involved but also as a result of the business's ongoing need for growth, by constantly improving the customer experience.

And, happy staff also play a big role in creating happy customers, keen to return for more.



growth

But in a world where **technology is constantly changing and evolving**, how do you choose the right hardware and software that's going to give you the best return for your dollar?

How do you please both operations and finance?

How do you manage the roll out with minimal impact on both staff and customers?

What if the deployment of your new system is across multiple sites, nationwide?

And what about ongoing support services post implementation?



Omnia Technology[®] has the resources and expertise to provide the perfect solution to all these questions and more.

That's because Omnia Technology[®] is an IT Services Support company that was developed with you in mind, because we've been in your shoes.

With over 50 combined years of relevant experience, we understand the pressure you are under to help keep your business competitive and up to date, through user friendly technology innovation, at a cost that can be justified, before and after the event.

Whether it's a large-scale rollout or refresh project, a comprehensive whole of country support program for your technology products, Omnia Technology[®] is your national IT services partner.

We invite you to read more about Omnia and how we can help you and those you serve, enjoy the experience of your next systems upgrade from start to finish and beyond!

evolving

Who are we?

Anthony Gerresheim
CO-FOUNDER & MANAGING DIRECTOR



Lathan Sutrave
CO-FOUNDER & DIRECTOR OF OPERATIONS



03

Omnia Technology[®] is an Australian owned and operated, independent IT hardware support services company. Our purpose is to partner with you in successfully executing your technology hardware strategy.

We have the resources to deploy and maintain your company's IT hardware infrastructure, anywhere throughout Australia.

With Omnia, you have at your service, a hand-picked team of experts across both IT and electrical trades representing all the on-ground resources you'll ever need, supported by the best systems and best practice service delivery model.

What this means to you is the peace of mind, convenience and cost efficiency of having the job done properly first time, on time, all the time.

What makes us different?

04



What really sets Omnia apart from our competition is that Omnia was created with your needs in mind, by people who have experienced your challenges. This has resulted in a unique set of benefits for you to enjoy. As a result, Omnia is more than just a service provider, we are your partner in IT technology solutions.

Locally based resources, nationwide, covering both IT and electrical trade skills to provide you with savings in both time and money with a single team approach.

On the ground resources such as warehousing, logistics, imaging, deployment and maintenance services.

Value adding by using our experience and expertise to provide current best practice advice and designing support solutions where needed.

High quality service standards driven by company culture, effective communication and attention to detail, meaning the job gets done properly the first time, minus mistakes and oversights.

Cost efficiencies due to locally based teams covering both IT and electrical installation skills operating under a systemised approach.

Superior technical expertise with skills and experience in setting up new sites, refreshing hardware systems and operating systems, preparation / imaging, installation of hardware, hardware disposal and ongoing hardware maintenance, providing a complete end to end experience.

experts

Client Commitment

We recognise that success of our clients leads to our success. We listen carefully and positively respond to our clients' needs. We are committed to delivering exceptional service and value.

Leadership

We bring 50+ years combined experience to our IT hardware technology services. We share knowledge and experience with our people, and we trust them, empowering them to make decisions to deliver on expectations.

Clear Communication

We talk straight, always. No smoke and mirrors, no excuses, ever.

What we believe in

Professionalism

We are experts in the field – we operate with absolute integrity and honesty, we are confident, dependable, with a positive and can-do attitude.

Accountability

We believe the buck stops with us. We value the ability of our team and company to deliver on our commitments, to our clients and to each other.

Our core values are far from feel good buzz words, they drive every aspect of what we do, every day. Therefore, to know our core values is to better know Omnia.

We insist on the best outcome, *always*.
Our clients can expect nothing less.

outcomes



Resources & expertise



Secure staging, warehousing and workshop facilities



260 local engineers
Australia wide



60 Satellite storage locations



Omnia Circle -
Service Management System



24/7 Coverage



SLA's from 2 hours

We've got you covered, anytime, anywhere in Australia thanks to our **systems, procedures and processes.**

coverage



Deployment Services

We offer complete flexibility, providing end to end solutions, or individual augmented services to supplement your existing internal or 3rd party resources when you need support. The Omnia Technology® difference.

Project Management Office

- Project planning, scheduling and delivery
- Pilot programs
- Rollout programs
- BAU activities

Site Preparation

- Environmental audits
- Hardware and software audits
- Pre-Deployment gap fulfilment

Pre Deployment

- SOE build and application packaging
- Logistics, freight and warehousing
- Asset management and tagging
- Out of the box staging, imaging and configuration
- Hardware upgrades and firmware updates
- Test and tag

Onsite Deployment

- Onsite deployment
- Remote/contact free deployment
- Deinstallation and decommission
- Relocation

Post Deployment

- Hypercare - Onsite support
- Hypercare - Remote/contact free support
- First trading day support
- Reverse logistics

Data Security and Asset Disposal

- Certified and secure offsite data erasure
- Certified onsite data erasure
- Asset repurposing and remarketing
- Asset destruction and recycling



07

Maintenance Services

Maintain your IT infrastructure beyond standard OEM warranty or end of life through 3rd party vendor agnostic maintenance services.

Onsite Maintenance

- Authorised Service Partner warranty support
- Out of warranty and End Of Life support
- Third party multi-vendor maintenance
- Preventative maintenance
- Advanced exchange
- Spare parts procurement

Repair Centre

- Authorised Service Partner depot repair
- Third party workshop repair
- Board and module replacement
- Board and module repair
- Refurbishment
- Upgrades and retrofitting
- Spare parts procurement

Call Centre

- First level triage
- Diagnosis and resolution
- Escalation
- Application and hardware support
- Service call management

Key Industries and Sectors



Equipment deployed and maintained

Omnia has the resources and expertise to service your industry.

We help you deploy and maintain your IT infrastructure beyond standard OEM warranty or end of life. We achieve this through 3rd party vendor agnostic maintenance services.

End Point Devices

Workstations, laptops, desktops, tablets, mobile phones, printers, time and attendance systems and parcel lockers.

Infrastructure

Servers, storage, network security and UPS's.

Ticketing & Information

Kiosks, terminals & digital signage.

Point of Sale

Terminals, peripherals, kiosks, self-checkout devices & back office.

Networking

Switches, routers & access points.

maintain

contact us today

To learn more about how Omnia Technology[®]
[can help your business](https://omniatech.com.au) visit omniatech.com.au
or call 1300 668 708.



everywhere, together.

Contact

1300 668 708

hello@omniatech.com.au

www.omniatech.com.au

Head Office

Melbourne

1B Capital Court,
Braeside 3195 VIC

Sydney Office

Suite 102,
24 Hunter Street,
Parramatta 2150 NSW

Adelaide Office

22 Greenhill Road,
Wayville 5034 SA

