



—  
**Transformational  
Technology**

**CAPABILITY  
STATEMENT**





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# OUR COMPANY

Starting in 2005 as a Bundaberg-based family business, we've never lost touch with our roots as a local IT company that wants to see Queenslanders succeed with world-class technology. This regional heritage has played a crucial role in developing our core company value: real relationships based on honesty and mutual respect.

We support organisations large and small across 700 km of coastline – stretching from central Queensland to northern New South Wales. While our teams also now service clients across Australia and remotely in New Zealand, Queensland remains our heartland and we're still led by our original founders: the Augutis family.

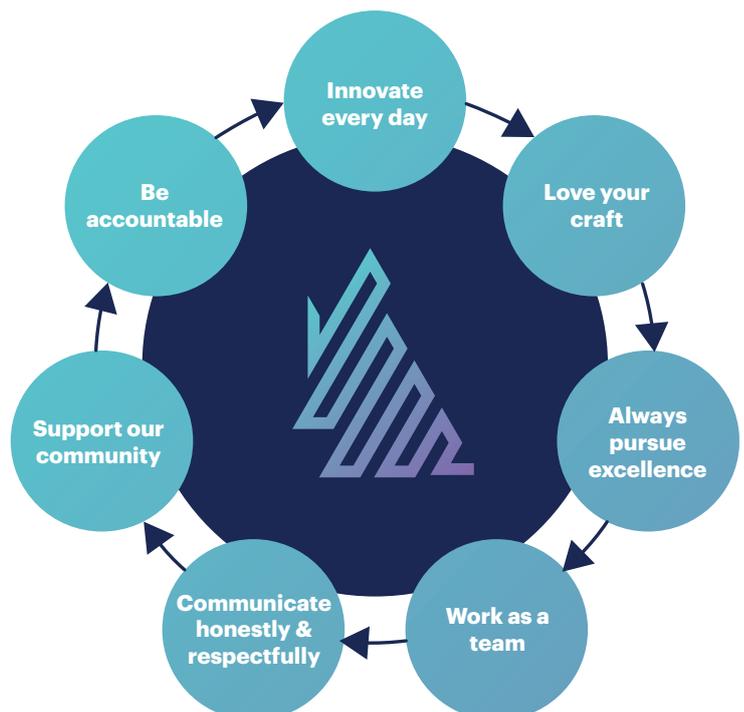
As Queenslanders with genuine connections to the organisations that we support, we understand the real-world issues that our clients face each day. Our people get to the heart of your technology problems to provide real solutions that educate, enhance and sustain your technology landscape.

 <b>15+</b> YEARS OF EXPERIENCE	 <b>100%</b> QUEENSLAND OWNED	 <b>5</b> OFFICE LOCATIONS	 <b>40+</b> PROFESSIONAL STAFF
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## Our Mission

Queensland Computers is built on one goal – helping your organisation empower its people to discover **Transformational Technology** outcomes.

We get to the heart of your technology problems to provide real solutions that streamline your organisation and boost efficiency. By developing long-term relationships with all our partners, we create opportunities to grow together.





BUNDABERG POST OFFICE



BOC



# OUR SECTORS

Queensland Computers is a full-service ICT solutions organisation. We address your unique challenges with innovative technology solutions.





# BUSINESS & ENTERPRISE

Our team focuses on providing meaningful guidance to business owners – to ensure that they’re procuring IT services and solutions designed to meet their business vision and goals



**END-TO-END TECHNOLOGY**



**A CONSULTATIVE APPROACH**



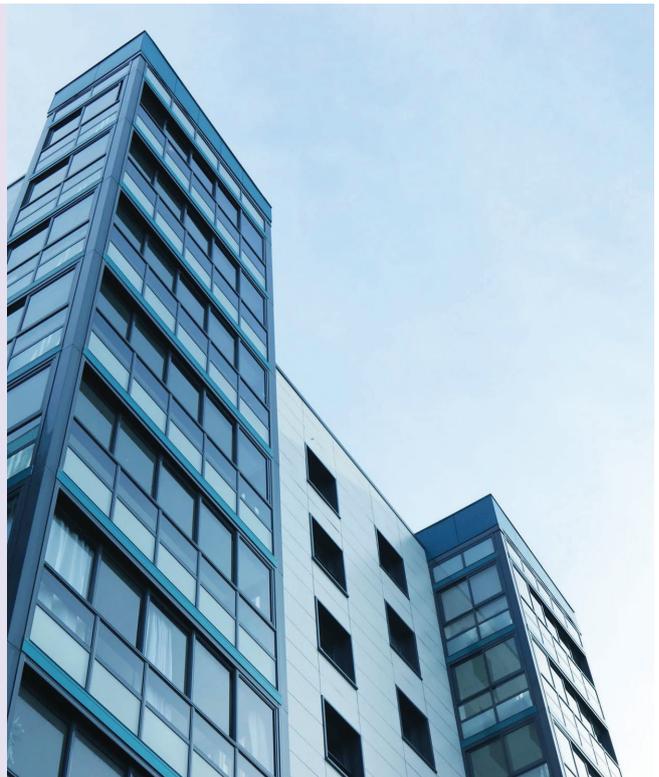
**COST-EFFECTIVE SOLUTIONS**



**INCREASE EFFICIENCY**



**MITIGATE RISKS**



## CURRENT CORPORATE CONTRACTS:

### **AWA** Servicing Agent

- Remote HelpDesk support
- Secure access for professional troubleshooting
- Antivirus, security and data protection

### **GAWB** HelpDesk

- Supporting 200 corporate staff
- Level one and two service HelpDesk
- Includes embedded onsite resource

# EDUCATION

Powerful tools from our key partners help support IT managers with their deployments and teachers with their classroom workflows – to create a personalised learning experience for every student.

**We're also Queensland's largest Apple supplier to public schools, having provided over 10,000 Apple products for Queensland students.**



**ONE-TO-ONE TECHNOLOGY**



**DEVICE AND BRAND AGNOSTIC APPROACH**



**PROCURING THE RIGHT TECHNOLOGY**



**LEARNING DEVELOPMENT**



**TECHNOLOGY CONSULTANCY**



## **CURRENT EDUCATION CONTRACTS:**

### **DETSOA (82061) – Supply of Apple Products**

*Covers the entire Queensland Government for desktop computer and laptop procurement and associated services*

### **DETSOA (84891) – End User Computing**

*Covers the entirety of Education Queensland for Apple device and accessory procurement*

### **QEDSOA (71789) – Interactive Solutions**

*Covers all Queensland public and private schools, as well as all government departments, for the supply of interactive panels and screens, projects and installation services*

# GOVERNMENT

We have a proven track record of reliably managing government contracts and providing practical solutions for the public sector – including local councils, state departments and associated entities.



**QUEENSLAND-OWNED AND OPERATED BUSINESS**



**HEAD OFFICE IN REGIONAL QUEENSLAND**



**SMALL-MEDIUM ENTERPRISE SERVICE**



**FOCUSED ON DELIVERING YOUR OUTCOMES**



**PRE-QUALIFIED SUPPLIER OF HARDWARE AND SERVICES**



## **CURRENT GOVERNMENT CONTRACTS:**

**DTA-ICT-080 (HM118)** – Hardware Marketplace  
**TMR-ICT-18096** – Technical End User Support  
**BUS274** – ICT Solutions and Services  
**NPN2.18** – Smart Cities Connected Communities  
**DET84891** – Whole of Government QLD PC  
**DET82061** – Whole of Government QLD Apple  
**DET71789** – Whole of Government QLD Interactive and AV Solutions  
**DTAICT128** – Whole of Australian Government for IT Product

# OUR CAPABILITIES

Queensland Computers provides brand-agnostic business ICT, Microsoft services and print and copy solutions.

We also specialise in large-scale procurement and hardware distribution, as well as configuration and deployment of complete meeting room solutions and corporate AV.



## IT SUPPORT AND SERVICES

ICT consultancy

On-site assistance and remote Help Desk

Monitoring and maintenance

Microsoft Teams set-up and management

Security, data protection and disaster recovery

Project management and solution design



## PRINT AND DOCUMENT HANDLING

Complete consumables management

Waste and cost minimisation

Document capture and workflow services



## VOICE AND DATA

Unified communications as a service (UCaaS)

Managed software-defined wide-area network (SD-WAN)

Business and enterprise connectivity



## CLOUD AND HOSTING

SharePoint and Microsoft 365 implementation

Strategic cloud ecosystem development

Azure Cloud Services platform experts



## HARDWARE AND INFRASTRUCTURE

Complete meeting room solutions and corporate AV

Modern asset deployment and planning, plus Autopilot

Recognised procurement specialists (leasing and purchasing)

# INDUSTRY CERTIFICATIONS

Our strong commitment to training and development ensures that our experts are technically qualified. Living regionally means our staff are exposed to real people and real issues every day – together with a physical connection to the organisations that we support.



# OUR CLIENTS



"We are always looking to move our business forward. I can always rely on Queensland Computers to point me in the direction of new advances in technology – from a photocopier to a new phone system with global capabilities".

**TAMARA ASPERY**

Executive Assistant to the  
Global General Manager



"We've partnered with Queensland Computers for several years. They display a passion for local businesses not commonly seen in other suppliers, alongside an impressive breadth and depth of knowledge. Queensland Computers strives to help meet our objectives and is a valuable partner in our strategic mission.

**DR ELIZABETH TANSLEY**

Technology Manager



"Queensland Computers truly has our back. Their team has guided us through migrating to a cloud server, paperless systems and Teams calling. More than just a service provider, they give a real experience in quality."

**GARY MENZIES**

Director



"We don't let capacity limit our vision. Queensland Computers really listens to and understands our needs – presenting us with a range of options to help achieve innovative outcomes for our community. They aren't trying to sell us a product, they're creating a solution that fits our needs."

**DI WILLS**

Artistic Director



# OUR COMMITMENTS



## INDIGENOUS PARTNERSHIPS

We enthusiastically support organisations like the Queensland Aboriginal and Torres Strait Islander Foundation (QATSIF) and Gidarjil Development Corporation to increase educational opportunities for Queensland's First Nations people. This includes the "See IT Be IT" campaign, which aims to connect students around Queensland with quality laptop devices.



## ENVIRONMENTAL IMPACT MINIMISATION

Our Environmental Sustainability Policy aims to integrate sustainable development and promote sound environmental practices into all Queensland Computers' activities. We always support our key partners' standards. However, when we feel that our own standards surpass those of our partners, we operate to our higher standards.



## NO MODERN SLAVERY

To the best of our knowledge, and after conducting all reasonable enquiries, Queensland Computers does not knowingly participate, promote or engage in acts of modern slavery. We ensure fair remuneration and safe work conditions, and actively take steps to mitigate the risk of modern slavery in high risk supply chain sectors.



## SUPPORT FOR DOMESTIC VIOLENCE SUFFERERS

Queensland Computers is committed to assisting employees in domestic and family violence situations, so that they can continue to participate in the workplace through a broad range of support. Employees who have disclosed that they are the subject of such violence will not be discriminated against or victimised.

# WHERE WE SERVICE



## CORPORATE OFFICE

Woongarra Street  
Bundaberg 4670



## BUNDABERG SERVICE CENTRE

12 Bourbong Street  
Bundaberg 4670



## FRASER COAST SERVICE CENTRE

Shop 2, 63 Old  
Maryborough Road  
Pialba 4655



## GLADSTONE SERVICE CENTRE

Shop 3, 81 Hanson Road,  
Gladstone Central QLD 4680



## ROCKHAMPTON SERVICE CENTRE

Shop 1, 7 Wandal Road,  
Wandal QLD 4700



## SUNSHINE COAST OFFICE

18/39-45 Aerodrome  
Road Caboolture 4510



### Key:

-  Staffed support zones
-  Remote support zones
-  International support zones

# TALK TO A QUEENSLANDER

[www.queenslandcomputers.com.au](http://www.queenslandcomputers.com.au)  
**1300 910 915**

**Sales:** sales@queenslandcomputers.com.au  
**Service:** support@queenslandcomputers.com.au  
**Education:** solutions@queenslandcomputers.com.au  
**Print:** print@queenslandcomputers.com.au  
**Accounts:** accounts@queenslandcomputers.com.au

**Business name:** Queensland Computers  
**Entity name:** The Trustee for SITUGUA FAMILY TRUST  
**Entity type:** Discretionary Trading Trust  
**PO box:** PO BOX 1094, Bundaberg 4670  
**ABN:** 86378902573  
**ACN / ARBN:** 164101080



## INSURANCE

Product liability / professional indemnity / public liability  
Policy number: 84A008894ICT  
Coverage: \$20 million  
QBE – Information and Communication Technology Insurance

## WORK COVER

Policy number: WAD131029370  
Employer name: Queensland Computers Pty Ltd



**QUEENSLAND  
COMPUTERS**  
TRANSFORMATIONAL TECHNOLOGY