
**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.

 18+ YEARS OF EXPERIENCE	 100% QUEENSLAND OWNED	 5 OFFICE LOCATIONS	 40+ 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.





BUNDBERG POST OFFICE



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 50,000 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
ICTSS.1303B – Whole of Australian Government for ICT Solutions

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



"Aligning with a specialist to guide us through our printer transition and receiving ongoing support from familiar faces were both very important to our team. Queensland Computers were highly professional and ensured minimal disruption for our team."

KAREN GOFFINET

Business Manager



OUR CLIENTS



Your partners in hospitality furniture

"I have always had a good experience with Queensland Computers. They take ownership and accountability of all projects we have asked them to complete. I'd have no hesitation in engaging them again for future projects."

JOSH ROWLAND
General Manager



Since their engagement with Queensland Computers, Servatus has grown exponentially – almost doubling the number of initially supported users. However, our scalable solution means that we've been able to bring all these new users into their existing IT support agreement with ease.

NICOLAS PICHON
Technology Manager



"Although we had previously been told it wasn't possible, Queensland Computers managed to install enterprise fibre and integrate all our services very easily. This saved us time and money compared to multiple previous providers."

ANTHONY NOBLE
CEO



"Before partnering with Queensland Computers, managing our IT systems was a constant headache. But now, with their expert support and proactive maintenance, we can focus on our core business and know that our IT is in good hands."

KATE MARSHALL
General Manager



OUR COMMITMENTS



SUSTAINABLE SOLUTIONS

We believe in sustainable practices, which is why we have ongoing recycling initiatives for all our IT hardware. We also refurbish end-of-life equipment to extend their lifespan and reduce electronic waste. This not only benefits the environment but also helps to support the local economy.



SOCIAL ENTERPRISE & FIRST NATIONS SUPPORT

We work with Substation33, a social enterprise that provides work and training opportunities for disadvantaged individuals. Additionally, we provide computers to First Nations people in need through our partnership with QATSIF.



INDIGENOUS PATHWAYS

We partner with local Indigenous organizations to create pathways for First Nations youth to enter the IT sector. Through training and employment opportunities, we aim to develop skills and provide job opportunities for these individuals.



GREEN PARTNERSHIPS

We partner with environmentally and socially responsible vendors, such as Lenovo. Lenovo is committed to sustainability and uses plastic-free packaging made from recycled materials, bamboo, and sugarcane fibers.



EFFICIENT DEPLOYMENT

We provide options for customers to have their infrastructure equipment, such as servers and switches, installed and deployed directly to their site, eliminating unnecessary packaging.



CARBON-NEUTRAL SOLUTIONS

By 2025, we will be offering opt-in Environmental, Social, and Governance (ESG) contributions on every customer proposal by partnering with industry leaders. We are committed to offering carbon-neutral solutions and reducing our carbon footprint.

OUR ACHIEVEMENTS



Lenovo Tech World ESG Event 2022

GEOFF AUGUTIS
Key Speaker



2023 Telstra Best of Business Awards

Queensland
State Finalist



#TelstraBestofBusinessAwards

TOP 5 FINALIST
Embracing Innovation Award



Fastest Growing Partner

ASUS INNOVATE TO ELEVATE
APAC PARTNER 2023



CRN Icon Award

**35TH FASTEST GROWING IT
COMPANY IN AUSTRALIA**
CRN Fast 50 2022

WHERE WE SERVICE



HEAD OFFICE

4 Woongarra Street
Bundaberg 4670



BUNDABERG BUSINESS CENTRE

12 Bourbong Street,
Bundaberg QLD 4670



SUNSHINE COAST BUSINESS CENTRE

Appointment Only,
Noosa 4567



GLADSTONE BUSINESS CENTRE

Shop 3, 81 Hanson Road,
Gladstone Central QLD 4680



MARYBOROUGH BUSINESS CENTRE

Appointment Only,
Maryborough 4650



ROCKHAMPTON BUSINESS CENTRE

Shop 3, 158 Musgrave Street,
Berserker QLD 4701



FRASER COAST BUSINESS CENTRE

Shop 2, 63 Old
Maryborough Road
Pialba 4655



BRISBANE BUSINESS CENTRE

Appointment Only
Brisbane QLD 4000



Key:



Staffed support zones



Remote support zones

TALK TO A QUEENSLANDER

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1300 910 915

Sales: sales@queenslandcomputers.com.au
Service: support@queenslandcomputers.com.au
Education: sales@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: 86 378 902 573
ACN / ARBN: 164 101 080



INSURANCE

Product liability / professional indemnity / public liability
Policy number: EGA011063ICT
Coverage: \$20 million
Elders Insurance Bundaberg – Information and Communication Technology Insurance

WORK COVER

Policy number: WAD131029370
Employer name: Queensland Computers Pty Ltd





QUEENSLAND

COMPUTERS

TRANSFORMATIONAL TECHNOLOGY