



INFORMATION TECHNOLOGY GROUP

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Quality
Endorsed
Company

AS 3902 Lic 2066

Questnet '95
Bond University

Dear Questnet Delegate,

Ipex is pleased to be associated with this year's Questnet conference.

Due to a number of reasons there will not be a vendor's exhibition this year but we felt we would still leave you with some information about the company in case you are unfamiliar with all facets of our organization. Please find following some general data as bullet points along with a brief company capability statement.

In essence we do cover a wide range of products and services however just in point form, here are some of the leading ones:

PC's, Workstations and Servers

- * Ipex brand - up to dual 100Mhz Pentium
- * HP 700 Series workstations & X-Terminals
- * HP 9000 Series Systems
- * Sun Sparc Systems

Communication Products

- * 3COM
- * CISCO
- * D-Link
- * Synoptics
- * HP Hubs
- * Intel
- * SMC
- * Lantronix
- * Netcomm
- * Maestro
- * Wireless & Microwave products
- * Network Management

Software Environments

- * Solaris
- * Novell
- * Microsoft
- * Lotus Notes
- * OS/2

Ancillary Products

- * Printers
- * CD-ROM Towers
- * Multimedia
- * Remote Access
- * Audio-Graphic Conferencing
- * Videoconferencing

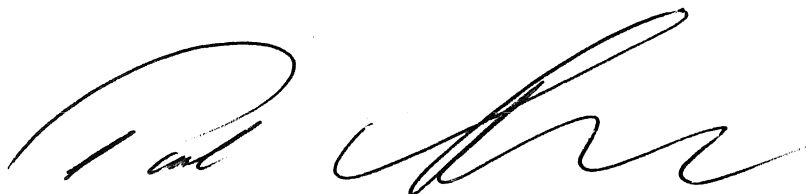
Additional Services

- * 3rd Party Maintenance
- * Network Consultancy
- * Network Audits
- * Help Desk systems & support
- * Outsourcing
- * Internet Services & support
- * MSN Services & support
- * Training Services

I hope this provides you with all the detail you require, for now. If you need any further information, or would like to discuss how we can help you in any of your IT areas please don't hesitate to call.

Yours sincerely

Ipex Information Technology Group



Paul Armstrong
Senior Account Manager

IPEX INFORMATION TECHNOLOGY GROUP CAPABILITY STATEMENT

BACKGROUND

Ipex has acquired and maintained its position as a leading technical Systems Integrator and a provider of distributed solutions, by developing expertise in all facets of systems development and project management, from the consultative stage through to on-going service and support.

Ipex provides the following products and services, spanning all phases of the IT systems implementation cycle :

◆ Consultancy and Network Integration.

- Business needs analysis
- Systems Engineering
- Detailed Systems Design
- Project Management and Planning
- Technical Integration
(Applications, Operating Systems, Network and Communications, Hardware)
- Application Systems Development
- Equipment Sourcing and Procurement
- Benchmarking
- Acceptance Testing -
Establish Acceptance Criteria
Hardware, Applications, System Integrity, Testing to Functional Specification
- Customer Site Simulation - Pilot Projects
- Network Integration Services -
LAN & WAN Design and Analysis,
Network Configuration and Tuning, Network Support and Management,
Network Administration, Structured Cabling Services
- Performance Monitoring
- Network Customisation and Optimisation
- Outsourcing

◆ **Hardware Configuration Services:**

Supply, Installation and Configuration of :

- Personal Computers (inc. laptops, notebooks etc)
- Workstations
- Fileservers
- Print Servers
- Fax & Communications Servers etc
- Internal devices (Serial, Gateway, Security, Video cards etc)
- Peripheral Devices (Printers, Backup Devices etc)
- Install and Configure HDD & Controller
- Internal System Memory

◆ **Software Integration Services**

Supply, Loading and Configuration of :

- Operating Systems (DOS/Windows, OS/2, Netware, LAN Server etc.)
- Peripheral and Printer Device Drivers
- FAX and Communications Gateway Software
- Applications Software
- Electronic Mail Software
- Load and Configure Hub/Bridge/Router Software
- Network Management Software
- Anti Virus and Security Software
- Executive Information Systems
- Records Management Systems

◆ **Hot Staging & Pre-Installation**

- Site Inspection
- Site Planning
- Site Preparation
- System Parameter Setting (directory, user, password structures, login scripts etc)

◆ **On-site Installation & Testing**

- Unpacking
- Physical Connection
- Functional Testing
- System Testing
- Integration Testing
- Commissioning
- User Sign-Off

◆ **Support Services**

- Telephone Support
- Help Desk
- Remote Technical Support and Network Management
- On-site Technical Services and Maintenance
- Status & Progress Monitoring
- Problem Management & Escalation
- Quality Management
- Post Implementation Reviews
- Third Party Maintenance

◆ **Training Services**

- Applications
- Operating Systems
- Network Operating Systems-
 - Introduction
 - System Administration
 - Advanced Network Management
- Needs Analysis
- Courseware Development
- Train the Trainers
- Training Project Management and Co-ordination
- Development and Conducting of Customised Courses

IPEX INFORMATION TECHNOLOGY GROUP CAPABILITY STATEMENT

◆ Accreditations and Certifications

- **Novell OEM**

Ipex has been a Novell OEM for the past 5 years

Ipex is the only Australian owned IT company to achieve Novell OEM status.

- **Netware Authorised Test Centre**

Ipex Test Laboratories are currently only one of three Laboratories in the world to achieve full Novell NATC status to test file servers and workstations for Netware certification.

Ipex is currently the only NATC outside the United States offering Netware Authorised Testing to Europe, Asia, the Pacific RIM and Australia.

- **Microsoft OEM**

Ipex has a long standing relationship with Microsoft in the United States and in Australia and currently is an OEM for DOS, Windows, Windows for Workgroups, Windows NT and Windows NT Advanced Server.

- **Microsoft Solution Provider**

Ipex provides a range of value added products and services for the full Microsoft application product range.

Since 1987, Ipex Software Services has been involved in the development of GUI based office productivity applications under Windows. These applications include products for document imaging and cataloguing.

Ipex Software Services also provide a range of services including :

- Design and implementation of SQL server databases

- Development using Visual Basic

- Development of integrated workflow systems based on Microsoft products.

- Microsoft Large Account Reseller
- Synoptics Affiliated Reseller (pending)
- Intel Advanced Network Reseller
- AS3902 Quality Assurance Certified
- Certified to Design and Implement Professional Help Desk Management Software

Ipex Integration Services are able to provide integration engineers with the following accreditations or certifications :

- BSc Electrical and Electronic Engineers
- BSc Computer Science Graduates
- Synoptics Integration Engineers
- 3COM Netbuilder Integrator
- Netware CNEs
- Microsoft Certified Professionals
- Austel General Premises Cabling Licence Certified
- Banyan Vines Integrator
- Cabletron Technical Support Engineers
- CISCO Certified Router Engineers

