

*Kinetic IT is a leading provider of enterprise class IT solutions.*

*We work with clients from a variety of industry sectors, both private and government, who seek high quality solutions and efficient service delivery within some of the largest and most complex environments in Australia.*

*In return, we offer proven experience and capability, a commitment to best-practice methodologies and a refreshing penchant for flexibility and customer focus. At Kinetic IT, it doesn't follow that one size fits all – there's simply your business needs and the most appropriate solutions.*

*Read on for more or get in touch today to find out how we can work with you.*

## Managed Services

Implementing and maintaining efficient managed services presents unique problems to organisations of all sizes – and that's why outsourcing to Kinetic IT can help ensure an efficient outcome.

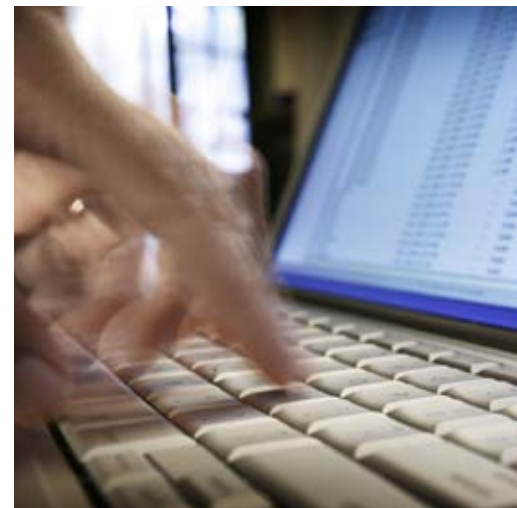
We work collaboratively with our customers to develop tailored solutions specific to their environment and business needs. Our staff manage multiple technologies and infrastructure from every major vendor – yet product recommendations are based on assessed best fit, not our alignment to any particular vendor. In this way we can ensure appropriate allocation of technology to maximise value.

Services are delivered by locally-based teams that work under a dedicated resourcing model. The result is insightful, timely responses and the ability to adapt quickly to evolving business needs.

## Project Services

One of the benefits of being vendor neutral is that our staff are highly experienced across a wide array of products, technologies and vendors. This means we are able to provide comprehensive assistance for your project work, outside of our managed services or service management solutions.

With a significant breadth of knowledge and a commitment to maintaining our capabilities in new and emerging technologies, Kinetic IT can supply the precise technical or consultancy support for any IT project work.



## Service Management

Service Management can be difficult to implement and even harder to manage, so it makes sense to seek advice from a provider with the experience and scale to work within any environment.

Kinetic IT provides a customer-centric consultancy, focused on creating sustainable value and ensuring that IT decisions are consistent with business vision, values and strategies – no matter what position an organisation is starting from.

We take a holistic view of the requirements for service management success – incorporating governance and cultural changes where required. This approach can truly drive positive change, resulting in buy-in, compliance and effectiveness.

Kinetic IT prides itself on implementing tailored service management solutions that seek to take advantage of integrated methodologies. The end result is an integrated service delivery framework that will help ensure the kind of consistent processes that are needed for efficient, high quality services.

## Training

Kinetic IT is an accredited training provider and examination centre and an experienced provider of comprehensive ITIL service management framework training.

Our training is delivered according to the needs of our customers. We offer a variety of courses, or we can accommodate specific needs by customising a session to a brief. Kinetic IT can deliver training in-house at a customer's premises or utilise our own facilities. Our trainers have significant real-world experience implementing ITIL principles and so are able to provide genuine insight.

Courses are designed to encourage a high degree of involvement and participation with maximum group sizes of 12. Theory is mixed with discussions and practical exercises to ensure concepts can be readily understood and applied. All course material, trainers and procedures have been independently audited to comply with international ITIL/APMG syllabus.



## The Kinetic IT Difference

Since 1995, many of Australia's largest organisations have aligned themselves with Kinetic IT for proven end-to-end IT solutions.

However, we find it's the less tangible factors that differentiate Kinetic IT from other providers and result in genuine fit-for-purpose solutions, efficient service delivery and end-user satisfaction.

We're not confined to using only one vendor or methodology. Our approach is simple – we find the best solution to the requirements of our customers, be it highly innovative or tried and tested.

It allows for efficient and transparent delivery, along with rapid resolution and problem solving. It also allows us to be a partner of genuine insight to organisations that are seeking true ongoing support.

Our customers receive Kinetic IT staff dedicated to their company, and their company only. It ensures our staff are customer focussed and helps to improve end-user experience.

We employ over 700 staff in six national offices, who are passionate, highly qualified and empowered to make decisions.

We've worked with some of the nation's largest companies and we have a 100% referenceable record to prove it – just ask us.

When you take everything into account, we're certain you'll find Kinetic IT is the ideal solution to your company's IT service needs.



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