

industry solution

# Government

Integ has built a reputation spanning all levels of Government providing robust and secure network and communication solutions which unify people and operations. Mindful of the issues important to Government, Integ's solutions help to contain communication costs, streamline communication processes while optimising existing systems. Green ICT options are available.

## Secure Integrated Communication Solutions

Through its expertise in delivering large projects in the Government Sector, Integ has developed a solution set that keeps departments functioning efficiently and cost effectively. Importantly, it also means that Integ understands Government regulations such as ASCII33, the regulation for security for Voice over IP.

By choosing Integ as your communication and networking partner, you are choosing an Australian company. Backed by its ASX Top 300 parent, UXC Limited, Integ has the financial strength to give you a low-risk, secure choice with first-class expertise.

- ✓ Plan, design and implement a secure network that can carry optimised data, voice and video traffic
- ✓ Extend your ICT team, with relevant security cleared staff, supplementing skills and capability
- ✓ Give your ministerial staff, administrators, field workers and remote offices the tools for fast communication and secure access to information from inside and outside the office
- ✓ Focus your contact centre initiatives to provide visible, responsive service
- ✓ Identify the optimal way to procure, deploy and manage your solution
- ✓ Choose "green" solutions to assist with your environmental initiatives



secure  
communications and  
networking

## Solutions for all Levels of Government

Integ's extensive portfolio of solutions for the Government sector include:

### Secure and Robust Infrastructure

**Secure Data Networking:** robust performance-based infrastructure provides a strong foundation for unified and wireless communications, database administration and ERP solutions.

**Wireless Networking:** essential when you have several sites in a campus environment, wireless networking options include microwave, laser optics in the wide area and WiFi within buildings.

**Data Centre:** architecture review service provides a blueprint for secure, virtualised and optimised Data Centres.

**Network Performance:** providing secure, fast, reliable and constantly available Wide Area Networks (WANs), balancing traffic loads and optimising voice and data connectivity.

**Application Delivery Networking Tools:** maximises the life of legacy applications and increases operational efficiency by optimising network, server and storage environments, ensuring the utmost in performance, security and availability.

**Wireless Broadband:** High Speed Internet Access (HSIA) for enhanced communication and access to information.

**Cabling:** the foundation of the network, cabling needs to be well designed and deployed with skill.

### Scalable and Innovative Communications

**On-demand IP Telephony, iTaaS:** A software-as-a-service communication solution, with a fixed monthly fee per employee. Hardware and software is hosted in a secure data centre and IP handsets are located on your sites. Premise-based media gateways can be included for added resilience. You can choose to have iTaaS fully managed and administered by Integ, or you can partially or fully manage it through an online portal. Software evolution is built in allowing for access to the latest features as they evolve over your contract period.

**Secure Telephony:** IP, digital and wireless.

**Unified Communications:** conferencing, messaging, collaboration and presence. Enable a teleconference or video conference between departments or a travelling minister and his/her staff. See who is available at any time and collaborate online.

**IP Video Conferencing:** room, desktop and bridging solutions leverage the IP network and reduce travel costs and time.

**Sophisticated Contact Centre:** multimedia solutions (voice, video, click-to-call and email). Sophisticated call routing, integrated back- and front-end systems, screen pops and real-time reporting, workforce management solutions to staff effectively for call peaks and troughs. Integration of multiple offices helps with overflow and outbound calling, flexible workplace arrangements are supported with remote agent solutions.

**Call Recording:** for security and legal compliance, calls are stored digitally so they can be easily located and replayed.

### Managing your Risk and Extending your ICT Skills

**Disaster Recovery:** offering a comprehensive range of Disaster Recovery solutions.

**Professional Services:** audit, design, proof-of-concept, integration, implementation and change management services.

**24 x 7 Technical Support, Managed Services:** to ensure peace of mind and ease the burden on your ICT team, Integ provides the people and skills you need, when and where you need them.

**Customised Training:** designed for your circumstances, a training program enables faster return on investment.

### Considering the Environment

Government takes its responsibility to minimise its environmental impact seriously. Green solutions include:

**iDispose:** for the safe disposal of outdated electronic hardware in an environmentally accredited manner.

**iTaaS:** Integ's on-demand solution usually uses less hardware and power than a premise-based solution.

**Virtualised Communications:** uses less hardware and power, consolidating networking and communications applications onto one appliance.

**IP Video Conferencing:** minimises travel and provides a communication facility for teams working in remote areas.

**Home-based Contact Centre Agents:** uses less fuel and floorspace while covering daily peaks and troughs.

**Data Centre:** with virtualisation to reduce power and cooling.

**Environmental Audits:** to underpin your internal "Reduce, Reuse and Recycle" programs.

**Integ's Government panels include:** Whole of Government QLD Health Panels; Standing Offer Arrangements (SOA) GITC# Q-357; SOA # HIT1093 (Cabling Infrastructure Panel); SOA # HIT0549-61182 (Data Communications and Equipment); PSA2000 (Professional Services and Contracting Panel); QLD local council Local Buy Contract # BUS165-0508.

NSW Contract 2306: PABX & Key Telephone Systems, Associated Products & Services; NSW Contract 2069: Network Products, Integration and Consultancy.

Federal Government; Department of Finance ICT Multi Use List and standing arrangements with Department of Parliamentary Services, Department of Foreign Affairs and Trade, IP Australia, Australian Bureau of Statistics, Family Court of Australia, Australian Government Solicitors, Australian National Audit Office, Centrelink and others.

## managing communication networks

"Integ Communications is a leading Australian provider of secure communication and data networks to organisations across Australia. With broad and deep capability across market-leading products, Integ solutions and services are underpinned by a flexible and agile approach to design, delivery and support. Integ Communications is part of the Integ Group and backed by the strength of its ASX Top 300 parent, UXC Limited."



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