

# Who we are & What we do



connecting technology  
to **business outcomes**

**UXC Connect helps you achieve real business outcomes from your tangible technology investments. It's a connection we consider vital to success: yours, and ours.**

### **Technology for business sake**

You know it. That's why we focus on providing the technology solutions that help energise your enterprise in very specific ways. While a new unified communications infrastructure is great, a 20% improvement in employee productivity is even better. A new virtualised server strategy is exciting, a 25% reduction in power consumption exhilarating. You can make the connection.

### **It's all about business, your business**

Let's talk about you. We need to know your challenges, your goals, your business aspirations. Only then can we seriously help you design, deliver and support the type of technology solutions that will actually help solve your business issues. Whether it's operational efficiency, improved financial performance, minimised business risk, enhanced customer satisfaction, or reduced environmental impact, we need to know your challenge if we are to help you in the real world. That's our agile, outcome-driven approach.

### **Our technology solutions**

UXC Connect is in the business of helping you achieve your business outcomes by implementing the right mix of technology from any one of our 6 key solution pillars:

- **Workplace Innovation** – providing unified communications, video and mobile solutions to connect employees in new ways, boost productivity outcomes, and build organisational strength
- **Enterprise Mobility** – providing mobility device and infrastructure management including security & compliance, policy / SOE development, applications development, secure document access, procurement / provisioning / expense management & mobility as a service
- **Data Centre Optimisation** – providing computing platforms, data protection, storage, virtualisation, and application solutions to optimise the infrastructure and create a highly available foundation for the delivery of critical services
- **Contact Centres** – providing contact centre technologies, applications and reporting systems to facilitate two-way market communication and improve customer service outcomes
- **Entertainment & Content** – providing network, application and device solutions to send business and entertainment data, voice and video to defined communities for improved customer experience outcomes
- **Security** – providing security assessment and testing, consulting and design, implementation and ongoing management to ensure compliance and protection of corporate assets.

All solution pillars are implemented using the mix of Support and Delivery services that best suit your organisation based on its goals and existing capability. These provide the personnel and management processes to support the capacity of your technology to deliver real business outcomes through managed services, outsourcing arrangements, or cloud-based environments.

## Yes, We are different

First, we see things the way you do, from your point of view. Only then can we fully understand the situation. Our 600+ people take pride in approaching every interaction with you with your business outcomes in mind.

Secondly, we'll take our people to where you need us to be. So, if your problem is in the 'Back of Bourke', we'll go there with you. Thirdly, we've undertaken an incentive program where people are goaled on your success, as defined in the project scope. Finally, our HR People & Culture Team implement a wide range of organisational and development programs to maintain our unique approach and success into the future.

Try us, and you'll feel the difference.

## Local insight and agility

It's the best of both worlds – global technology platforms delivered by local people capable of moving quickly to respond to your needs within your own timezone. There's something intangibly beneficial about the fact our business operates in your market too. We share economic nuances and the impact they have on business such as the moving Australian exchange rate, interest rates, workplace relations, tax debates, GDP movement and more. Our people are experiencing the work and lifestyle journey of your people. It all helps make for a better connection between your team – and ours.

Together, we'll connect to deliver your business outcomes.

## Just ask these people

You're in good company with UXC Connect. We're proud of our 1,500+ clients nationally that stand testament to the way we own our commitments – and deliver with an open nature and honest heart, as proven by our impressive customer satisfaction feedback and renewal rate on annuity contracts.

A selection of clients here include some of the country's leading organisations such as ACCC, Accor Hospitality, Agility, Ambulance Service of NSW, Attorney-Generals Department, Ausgrid (Energy Australia), Australian Parliament House, Aviva Life insurance, AXA -Tech, Brisbane Airport Corporation, Canon, Country Energy, Covermore, Deacons, Department of Emergency Services (QLD), Department of Foreign Affairs and Trade, Department of Innovation, Industry, Science and Research, The Department of the Prime Minister and Cabinet, Ernst & Young, Furgro, GHD Pty Ltd, IINet Limited, Intact, IP Australia, La Trobe University, Linfox, Link Market Services, Michael Page International, NSW University, NSW Parliament, Optus, QBE Insurance Limited, Queensland University of Technology, Redox, ResMed, Rio Tinto, RTA, Salmat, The Salvation Army, Spastic Centre, Sydney Water, University of Technology Sydney, and Visy.

# We want to talk business Your business, not ours

We want to hear about the business outcomes you need to achieve – and then we'll work backwards from there. It's how we know our recommendations end up in the right place. We'll listen first. Think next. Then create a custom solution others may not have considered for your situation. It's how we connect what we do with why we do it. And it's why we're worth talking to for your next technology-based business improvement project.

*UXC Connect brings a fresh approach to the way you deploy people, technology and ideas, to create, deliver and support better IT solutions. By better, we mean the type that delivers the real business outcomes your staff, customers, and stakeholders require. Start now. Contact us to experience a better way.*

## Building on strength

We may be new but we have been around for a long time. You may have known us by any one of our previous names or businesses that have merged over the years to provide a greater breadth and depth of solutions. These include Wang, Bull, Olivetti, Getronics, Integ, XSI, and C4. Now we are simply UXC Connect, a UXC Limited company, with the financial strength and backing that comes from being listed on the Standard & Poor's ASX 300.

## Our people and our culture – Individuals, not numbers

Treating our people as individuals, not numbers, is a critical part of who we are. It starts at the top with a leadership group committed to making a positive impact on the team they manage. It carries through to the cultural programs, development plans and mentoring that continues to keep our staff engaged and motivated. Our customers benefit from working with people who are highly competent and committed to delivering the best outcomes for their customers.

## Connection

We achieve it by listening first, before seeking to be understood. You might be forgiven for thinking that listening – real listening – is a forgotten art. It feels like people everywhere, particularly in IT Services, just want to press their opinions without pausing to ever understand your perspective first.

Our team of over 600 employees work hard to suppress this somewhat natural urge, and have made listening the cornerstone of our company culture. It ensures we communicate openly and honestly, work together to best overcome your challenges, take ownership of our recommendations, and deliver on our commitments.

It's a focus on collaboration and service rather than selling – and it best represents what makes us different from our smaller local, and larger global, competitors. You'll find any engagement with our team a positive, productive and rewarding experience. That's our promise to you – and your organisation.

## Our Social Responsibility

UXC Connect has achieved ISO14001 Accreditation.

This environmental management standard exists to help organisations minimise their impact on the environment in terms of adverse changes to air, water, and land. It also ensures the organisation complies with all applicable laws, regulations, and other environmentally oriented requirements of Government, and then has the management processes in place for continual improvement. For environmentally conscious customers, UXC Connect can also provide eWaste services as part of their deployment project and Environmental Audits.





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