

] GROSVENOR BUSINESS SERVICES



Grosvenor is a leading provider of intelligent business technology services, designing and implementing solutions across Australia. Everything we do and the way we do it provides our clients with superior outcomes in terms of employee productivity, improved network reliability, cost of ownership and Return On Investment (ROI) on your technical infrastructure.

TECHNOLOGY IS OUR CORE BUSINESS, SO IT DOESN'T NEED TO BE YOURS

At Grosvenor, our core belief is that information technology should be reliable. Businesses that invest in one of Grosvenor's managed IT services products experience not only reliability of technology infrastructure, but also reliability in terms of technology spend.

Put simply, businesses can now budget with a greater degree of certainty. Rather than paying for a service to be performed every time an IT issue arises, one monthly payment covers all IT maintenance and breakdown activities.

At Grosvenor, this managed IT service is known as the "util-IT" service. That's because we believe that paying for technology should be like paying for a utility such as water or electricity. Utilities are an important part of business, but they are not core business.

Grosvenor's Business Solutions team has established an enviable reputation for analysis and solution design across a wide range of business types for our government and commercial client base including:

- Local Government
- Distribution
- Large Scale Manufacturing
- Professional Services
- Small to medium enterprise

SOLUTION DESIGN AND EXECUTION

We believe that the key to maximising network service availability is proactive maintenance of LAN infrastructure combined with rapid response to any unplanned events. Getting it right relies on the science of programmed maintenance and Grosvenor is a leader in the field.

We identify outstanding issues and the useful remaining life of all IT assets with our Project Team Leader reporting on issues by exception. While support of any businesses' technical infrastructure will always require the ability to react to unplanned outages, Grosvenor's approach is to also be forward looking and to determine IT repair and capital expenditure budgets up to two to three years in advance.

We keep all stakeholders informed of network status across the entire IT asset portfolio via instant acknowledgment of work requests, work 'on-hold' and work completion using proven internet email or facsimile technologies.

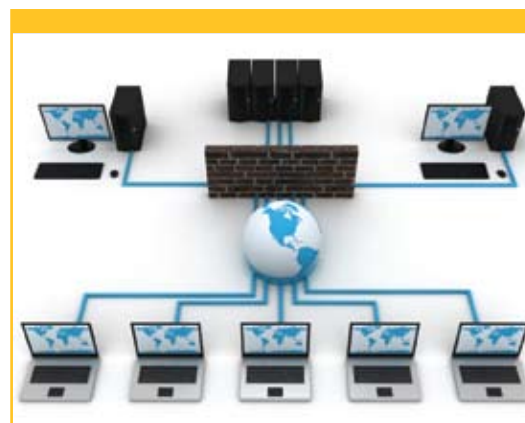
GBS is a completely independent service provider that is not focussed on selling hardware or software. As our name suggests, our one objective is to resolve IT problems and thus be a 'Solutions Provider' for your business.

INNOVATIVE SOLUTIONS

Grosvenor prides itself in being able to provide innovative solutions for business. We are the mobile workforce experts, delivering your applications and data wherever you are, on your computer or even on your phone, securely and reliably.

Our experience in virtualisation technologies allows businesses to exploit the cost advantages of server consolidation. Our internetworking experts can ensure that businesses can deploy remote branch offices quickly and cost-effectively. Grosvenor engineers have been instrumental in developing intranets and portals allowing businesses to organise and structure their documents in a logical manner that can be easily searched.

Grosvenor's ability to provide reliable web server infrastructure allows businesses to service their customers better by allowing them to securely access their data over the Internet.



SPECIALISED CONSULTING, ADVICE AND DESIGN – UNIQUELY GROSVENOR

Grosvenor's clients enjoy an unparalleled level of advice and solution design which ultimately translates to superior ROI on their business technology assets. As a leader in business technology analysis and research, service methodology and design, who better to trust your IT network with than Grosvenor?

For more information and client testimonials, please visit:

www.grosvenorsolutions.com.au

GROSVENOR] **business solutions** reliable information technology

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Grosvenor proudly provides IT Services across the following states: NSW, ACT, VIC, QLD, NT, SA, WA and TAS.
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