

Passionate people providing, creative, quality, solutions

Introducing Datacom

Datacom has a long and successful history of providing reliable, innovative industry leading IT solutions and services to a diverse range of organisations in both corporate and government sectors. Datacom is an award winning Professional IT services provider, most recently winning the BRW 2009 client choice awards for the “Best IT Services Firm in Australia” and “Best Professional Services Firm in Australia (\$50-\$200million).

Our approach is different because our focus is on creating mutually beneficial relationships – relationships that allow our customers to realise superior performance and value from their IT investments. We believe that every engagement is unique and must deliver greater outcomes and value for our customers than they would otherwise have achieved without working with us.

Datacom has over 3,000+ employees across Australia, New Zealand and South East Asia and boasts revenues of over \$600 million. Through our local presence in 16 offices across the region, our teams deliver global services solutions and outcomes, with the flexibility, care and attention of a local regionally focused organisation.

Everything we do is based on sound customer partnerships

At the heart of working with Datacom is our commitment to customers, quality and continuous improvement.

Our consultative approach incorporates open book operations so we develop common goals. Datacom's employee KPI's directly correlate with your objectives, which means we are constantly striving to achieve what is important to you and the long term success of your business.

The fundamentals of our approach are:

- Flexible engagement model
- Outcome focused
- Transparent commitment to quality and performance
- Continuous improvement delivering more for less
- Fully customised service delivery models that reflect your business as much as ours

Datacom has a commitment to excellence

As part of our commitment to promising you the very best service, value and return on investment, Datacom adopts industry best practice standards and certifications.

These include:

- ITIL methodology for IT service delivery and ISO 20000
- COPC (Customer Operation and Performance Centre) standard for call centre management
- Australian Government Endorsed Supplier
- ISO 9001 Quality Endorsed Company
- ISO 14001 Environment Impact Management

Our flexible approach delivers customer value

At Datacom, we guarantee quality service by employing no fault termination agreements. We embrace user-friendly contracts, open book agreements, flexible pricing options and a culture of full disclosure. This means you don't get locked into inflexible contracts and you know where your money is being spent, so you can optimise your resources and outcomes by working with us.

Professional provider of IT services and solutions

Datacom is a specialist IT outsourcer with extensive locally based skills and infrastructure. Our free form outsourcing model adjusts to your changing business priorities.

Software Solutions

- Web development
- Creative design
- Mobility solutions
- Kiosks
- Enterprise application development

Professional Services

- System design and integration
- Systems deployment
- Virtualisation and consolidation
- Business continuity
- Project management

Managed Services

- Service management
- Service desks
- Systems management
- Desktop computing
- Business information systems
- Data centres
- Managed print services

IT Procurement

- Software licensing
- Equipment purchasing
- Asset management

Contact Centres

- Business transformation
- Customer retention & acquisition
- Solution sales
- Incident management
- Evidenced based management

Contact Us

Datacom operates offices and sites throughout the Asia Pacific region. Our offices are staffed by local professionals with local expertise.

Adelaide, Auckland, Brisbane, Canberra, Christchurch, Hamilton, Kuala Lumpur, Manila, Melbourne, Perth, Sydney, Townsville, Wellington.