



Connectivity | Cloud | Managed IT Services

# AGENDA

- Who we are
- Our customers
- Why clients choose GCOMM
- Customer success story
- Our teams
- Our senior experts
- Strategic partnerships
- GCOMM offering
- GCOMM network
- GCOMM cloud platform

# WHO WE ARE

GCOMM is a multi-award winning Australian technology company. We provide connectivity, cloud and managed IT services, along with strategic consulting to empower businesses to thrive in today's digital world.

We combine our strong network foundation, engineering capabilities and partnerships with recognised technology vendors to enable our customers to transform their business.

GCOMM has more than 70 staff spanning offices in Gold Coast and Belgrade.

# THE GCOMM JOURNEY



# OUR CUSTOMERS ARE RECOGNISED AUSTRALIAN BUSINESSES

Sunland Group  
ESTABLISHED  
1981

feros care  
GROW BOLD

walker

CHANEL

Steadfast  
STRENGTH WHEN YOU NEED IT

Dy-Mark

Pizza Hut

First Advantage  
A Symphony Technology Group Company

OTCP

GE

Q

APP

WYNDHAM  
VACATION RESORTS  
ASIA PACIFIC

Queensland  
Government

Community Housing  
FEDERATION OF VICTORIA

Australian  
Auctions  
ONLINE AUCTIONS

Ignite ENERGY

cura  
day hospitals group

TWEED  
HEALTH for  
EVERYONE  
superclinic

COOMERA  
ANGLICAN  
COLLEGE

nminsurance

G gcomm

# WHY CLIENTS CHOOSE GCOMM

## RHINO LININGS

"GCOMM provided Rhino with internet solutions in a low service area together with a migration to a Cloud Desktop service. All services have been handled professionally and seamlessly with little disruption to our business. GCOMM have since provided Rhino with quality and efficient ongoing IT support allowing our team to focus on servicing our customers."



**Peta Suliman**  
Accountant, Rhino Linings

## WALKER CORPORATION

"GCOMM has been Walker Corporation's premier technology provider for nearly two decades. Over the years, GCOMM has helped us to develop a sophisticated IT infrastructure and we have benefited greatly from their extensive expertise, excellent customer service and support. GCOMM offers a diverse range connectivity options, data centre hosting and managed services at a very competitive price."



**Simon Farrow**  
Chief Information Officer, Walker Corporation

# WHY CLIENTS CHOOSE GCOMM

## MILSPEC SERVICES

"GCOMM are our one-stop shop for connectivity and IT infrastructure, including a hybrid DaaS and IaaS solution, along with a cloud PBX solution. The consistency of service provided by GCOMM, with their thorough understanding of our business needs, and the personal nature of the service provided by their long-serving key personnel, has featured as a key difference."



**Rob Vincent**

Quality, Compliance & IT Manager, Milspec Services

## JOURNEY FAMILY LAWYERS

"GCOMM has provided us with a telephone system that allows our three offices to have an integrated communications system. The system assists in client and other communications by the three offices being linked as a virtual single office. Clients can contact one office and be connected to a staff member, regardless of which office that member is working and regardless which office the incoming call connects. The team at GCOMM is always friendly, reliable and approachable; no task is ever too big or too small."



**Bryan Galvin**

Principal, Journey Family Lawyers



# WHY CLIENTS CHOOSE GCOMM

## ACPET

"When it comes to customer service, GCOMM is second to none. GCOMM goes above and beyond to deliver thorough, precise and quick support no matter what the problem might be. We are very thankful to have such a professional yet accommodating IT specialist looking after all our IT requirements."



**Nancy Saliba**  
EA to CEO & Board



*"GCOMM has been our provider for many years and we have confidence in their expertise, experience and level of service. GCOMM understands our company, how we work, our network. They are professional and give us realistic expectations. There was no way that we would go to a different provider for cloud PBX if GCOMM was offering it."*



**BENNETT + BENNETT**





# GCOMM & SOCIAL FUTURES

## A SUCCESS STORY

Social Futures partner with GCOMM for strategic technology solutions which enrich social inclusion and collaboration.

### Challenges

- Social Futures' rigid IT infrastructure did not support scalability
- Staff could not access applications and data needed to work in a timely manner
- People were bound to a desk because that was the only way to access company data

### Solution

- Connecting all offices and staff to one secure, private network
- Facilitating social inclusion and collaboration
- Form a unified IT foundation to support rapid growth

### Business value

- Delivering simplified IT governance and cost savings
- Enabling strategic planning and collaboration
- A springboard for future growth and advancements

# GCOMM & SOCIAL FUTURES

## VALUE DELIVERED

- Since deployment, 75% of staff have been migrated off the hindering remote desktop solution which has **drastically improved user experience and staff efficiency**.
- The customer has seen an **83% reduction in support calls related to remote access**, as staff no longer need to compete for bandwidth to access apps and data.
- Using **GCOMM's extended reach and partnerships with the largest carriers in Australia** as well as boutique providers meant that we could craft a unique, customised solution that other service providers simply cannot.
- Social Futures now has the ability to **support and manage devices and users far more easily** across every location.

# GCOMM & SOCIAL FUTURES IN CUSTOMER'S WORDS

*“The response time and the support we get whenever we put a request through, the attention to detail from the engineers especially from the support side has been fantastic. That has been a big differentiator for us because previously with different ISPs it has been really slow and hard to get the support level and the attention we need as an organisation.”*

*“It’s been great having conversations with GCOMM. The previous solution we had – that provider was very much holding onto those systems and making it very difficult to get any control and knowledge about what was going on with our backup, so with GCOMM we very quickly had a lot of information about the product and what we could do with it, it was really beneficial.”*

**- Reid Hutcheson, IT Manager**

# OUR TEAMS

Solutions Consultants

Account Services

Technical Consultants

Service Delivery Team

Network Services Team

IT Services Support

# OUR PEOPLE HOLD INDUSTRY LEADING CERTIFICATIONS



# OUR SENIOR TEAM OF EXPERTS



**Todd Brooker**

Head of Consulting

**Years at GCOMM: 16**

With over 17 years experience, Todd joined GCOMM in 2001 as an engineer working with on-premise IT environments, network support and project work as the company expanded the GCOMM WAN. Todd transitioned into a presales consultant role primarily focused on WAN deployments before being promoted to wholesale manager, tasked with building the wholesale channel.

In the last 10 years at GCOMM, Todd has exercised sophisticated technical, management and consulting skills managing both direct and wholesale channels while growing the GCOMM footprint across Australia.

Todd's extensive project management and consulting experience has led him to specialise in the corporate space, designing enterprise solutions to meet strict requirements while delivering simplicity and flexibility to the business. Todd's technical expertise includes WAN network design, security, backup and disaster recovery. As Head of Consulting at GCOMM, Todd oversees the direct and wholesale channels while working directly with a subset of his own accounts.

**Todd can help you** achieve a sophisticated enterprise solution to meet all stakeholders needs from a corporate and IT context.



**Steve Cannard**

Solutions Consultant

**Years at GCOMM: 19**

Steve entered the IT industry as a technical engineer and progressed into network design and solutions consulting at GCOMM, supported by his strong technical knowledge. In the last 10 years, Steve has worked closely with GCOMM's IT Services team to help transform GCOMM from an IT, telecommunications provider to a managed services provider.

With nearly 30 years of experience in the IT and Managed Services industry in technical and consulting roles, Steve specialises in understanding business processes and best practises from a management level, working with both C-level and IT management to come to a solution that meets business and IT needs.

Steve focuses on whole of business, long term solutions to assist customers with their digital transformation journey to align IT and the business goals. Steve's expertise includes cloud services, voice, networking, operating systems, virtualisation, security, backup and disaster recovery. Steve loves to build strong engaged relationships for trusted partnerships between business and IT to help his customers thrive.

**Steve can help you** deliver targeted outcomes that are specific to your business and IT goals.

# OUR SENIOR TEAM OF EXPERTS



**Matthew Thompson**

Solutions Consultant

**Years at GCOMM: 19**

Matt has worked in the telecommunications and managed IT services industry since 1999 in sales, management, consulting, and solution design roles. In his time at GCOMM, Matt has worked directly with customers on their cloud and IT implementations, WAN networks and IT risk management strategies.

Matt's enthusiasm and focus is around understanding business needs and strategy and designing appropriate solutions that deliver. Matt helps his customers understand how technology can be an asset and a way to solve everyday problems, while also seeing return on investment through better outcomes.

Matt has a business oriented approach to IT to implement cloud strategies which help drive business forward. Matt is committed to learning and communicating the latest developments in technology to his customers and using this to design solutions across a wide range of industries.

**Matt can help you** achieve the best return on technology investments with an aligned IT strategy to gain a competitive advantage in your market.



**Troy Winch**

IT Services Manager

**Years at GCOMM: 10**

**Years in the industry: 18**

## EXPERTISE

Troy is a talented technology professional with a wide range of skills, practised throughout his 10-year tenure at GCOMM. His expertise includes: Windows 2008-2016, Office 365, Backup, VMware, Hyper-V, Local Area Network, Cisco AMP and Umbrella Security, Firewalls, Design, Implementation and Maintenance of servers, Amazon Web Services. As Lead Systems Engineer, Troy oversees GCOMM's Professional Services team and is responsible for auditing, selecting and implementing new technology solutions for GCOMM and its clients.

## CERTIFICATIONS

- ✓ Diploma in IT Networking
- ✓ Microsoft Certified Professional
- ✓ Microsoft Certified Technology Specialist

# OUR SENIOR TEAM OF EXPERTS



**Craig Deutsher**

Technical Solutions Consultant

**Years at GCOMM: 18**

**Years in the industry: 19**

## EXPERTISE

Craig is a highly skilled technology professional whose career spans nearly 20 years in the IT industry. Craig's expertise are currently focused on cloud backup and storage, and IT consulting and management. Craig has held multiple roles in his time at GCOMM, notably building the GCOMM Cloud PBX and Commvault Cloud Backup implementation from the ground up.

## CERTIFICATIONS

- ✓ Microsoft Certified Professional
- ✓ Microsoft Certified System Administrator
- ✓ Certified Novel Administrator
- ✓ VMware Certified Associate
- ✓ Asigra Certified Professional
- ✓ Certified Citrix Enterprise Administrator
- ✓ Commvault Certified Sales Professional
- ✓ Commvault Certified Architect



**Jay Lenhert**

Projects, Infrastructure  
and Technical Initiatives

**Years at GCOMM: 16**

**Years in the industry: 19**

## EXPERTISE

Jay is a highly skilled, bottom up trained IT Professional and Team Manager with 18 years' experience in a multitude of information technology disciplines, specialising in network engineering. His current role involves designing complex client solutions and overseeing service delivery.

## CERTIFICATIONS

- ✓ Certificate IV in Information Technology
- ✓ Information Technology and A+ Certification
- ✓ Microsoft Certified Professional
- ✓ Information Technology Cisco Certified Network Professional (CCNP - Routing & Switching)
- ✓ VMware Certified Professional (VCP) - Data Center Virtualisation



# PARTNERSHIPS WITH GLOBALLY RECOGNISED TECHNOLOGY VENDORS



# WE LEVERAGE BEST PRACTICES, RESEARCH AND TECHNOLOGY



At GCOMM, we've leveraged our relationship with Gartner to build a personalised team of expert broadband network, cloud and managed IT services related Gartner analysts.

This allows us to ensure our customers are receiving the most innovative, forward-thinking technology in the global market.



# GCOMM SERVICE OFFERING

GCOMM offer an extensive range of managed connectivity, backup, security, communications and workplace services to deliver a holistic approach to technology solutions.

Our team of highly experienced and trained IT professionals work closely with leading industry providers including Cisco, Hitachi, Commvault, Microsoft and others to deliver outcomes that meet your business needs.

Our consultants work with you to understand your goals and design a set of recommendations to align your technology strategy with your business objectives.



# THE GCOMM NETWORK

**7 points of presence**  
**Top tier data centres**  
**Multiple carrier aggregation**

- Fast and uncongested data transfer between your networks.
- The best choice of connectivity options at each of your sites.
- Direct connect to AWS and Microsoft Azure.
- Public and private connections between your sites and our cloud platform.
- Guaranteed end-to-end performance, high availability, minimal latency and service level connectivity.
- 99.999% up-time at the core.



# THE GCOMM CLOUD PLATFORM

Grow services as you need without thinking about capacity and performance.

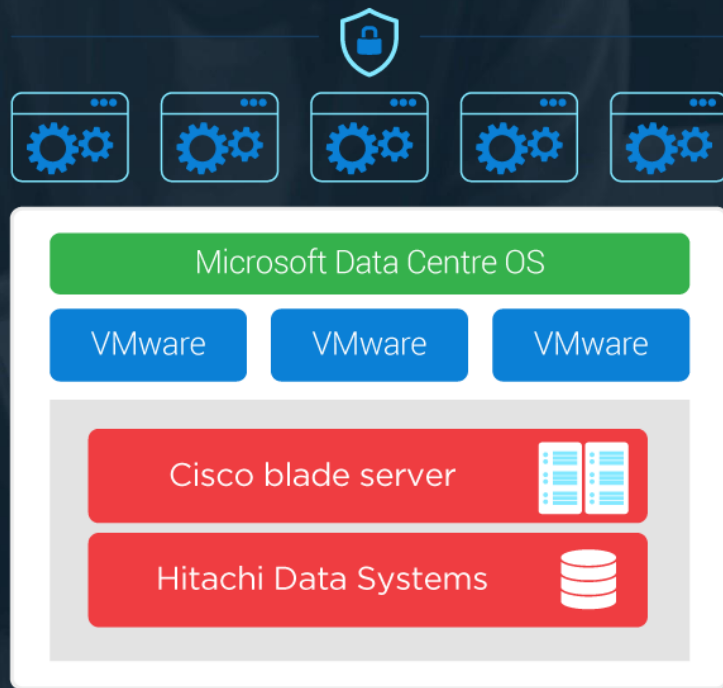
Reduce the overhead of managing infrastructure and provisioning servers.

Easily administrate your IT infrastructure from a console.

Get access to GCOMM's engineering, managed, support and professional services.

Benefit from world-leading technology like Cisco and Hitachi.

From assessment and onboarding to migration, testing and implementation, our team of cloud experts work closely with you every step of your cloud journey.





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**GCOMM**

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[GCOMM.COM.AU](http://GCOMM.COM.AU)



# THANK YOU

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[www.gcomm.com.au](http://www.gcomm.com.au)

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