



# Ask Yourself...

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Would your business **benefit** from  
having it's own **I.T. support team**  
providing **technology advice** and

**solutions?** .....➔

**Give Your Business**  
*the Technology Advantage*

**Microsoft**  
GOLD CERTIFIED  
Partner



## How can we help Your Business?



Since 1990 Nortec has been working with small to large businesses, delivering a range of I.T. solutions. Our company is large enough to deliver all your I.T. needs from one source, but small enough to provide the highest levels of customer service, taking a genuine interest in your business and its future.

Successful businesses gain the competitive advantage by investing in I.T. solutions designed to help them achieve their business goals. Our team focuses on selecting the right solutions, customized integration, internal training and ongoing support and maintenance.

This ensures your business network continues to run at an optimal level, while supporting your growth and expansion.

## Here is what some of our clients have to say...

- “We have found them to be extremely responsive and effective at dealing with issues that we might have relating to our I.T. requirements. This includes the setting up of communications technology, as well as recommendations on solutions for improved efficiency in the workplace, and the cost effective supply of computer equipment.”

**Rob Hardy - Managing Director Time Life Australia**

- “In times of I.T crisis, Nortec has always exceeded our expectations and have gone far beyond what I anticipated. Nortec stands out because of its proven commitment to its customers and it's service philosophy.”

**Janie Avic - Operations Manager Amersham Biosciences**

- “Trecos Steel has been dealing with Nortec for 8 years. It has proved to be a successful business relationship. We have constantly found the staff at Nortec to be friendly and reliable. Their knowledge and advice is instrumental in the efficient running of our network.”

**A T Nicholl - Group Commercial Manager Trecos Steel Pty Ltd**



# Partnering with Nortec will deliver key benefits to your business including:

- Regular maintenance checks to ensure your network performs at optimal level, while minimizing potential problems.
- Access to our Technical Helpdesk means an end to those once frustrating problems, enabling your team to focus on their work and be more productive.
- Our ability to remotely connect\* to your Servers and Workstations means a quick resolution and saves you time and money.
- Reassurance that you have protective strategies in place against hackers and virus attacks which otherwise could damage data or bring your business to a grinding halt.
- Our team has a wealth of knowledge and experience to ensure we deliver the right solutions the first time around, helping your business to expand and grow.
- Your team becomes more productive as your computers and network become more reliable. This results in greater productivity and reduced support costs.
- Nortec provides a complete range of hardware, software, services and solutions. This means a single point of contact and accountability
- Discounted rates on all our services, provides a saving of up to 30%.
- Peace of mind in the knowledge that your business is being looked after by a support team who are available 24/7 and who proactively work to ensure your technology meets the growing needs of your business.



# We provide the following technology solutions to give your business the advantage

## Microsoft Specialists

Nortec is a certified Microsoft Business Solutions Partner, ensuring your business receives in-depth advice and experienced consultants and engineers. We specialize in MS Small Business Server, Windows Server, Exchange, Sharepoint and Customer Resource Management (CRM).

## Network design and integration (LAN, WAN)

Business networks are the foundation of any successful company. Our team will work with you to understand your needs and design the best solution to ensure your technology investment supports your growing business. This includes; Server configuration, security, connectivity, backup and storage, disaster recovery, data cabling and network hardware. Whether you have a single site or multiple sites, our highly trained and experienced team will deliver the right solution.

## Pro-active Support Solutions

Nortec becomes you own IT Department; no longer will you be at the mercy of casual, unreliable or inexperienced engineers. Nortec offers various levels of support including; Helpdesk, Remote Management and maintenance, as well as Regular Onsite support plans.

Regular maintenance is the key to our support, we work in a proactive way to identify possible problems and address them early. Most problems can be solved within 10 minutes by our help desk, or by our engineers connecting remotely to your site to solve more complex issues.

## Network Security

Securing your business data from outside intrusions is critical. Today there many factors to consider including; network antivirus, firewall, content filtering, secure connectivity, security policy and audits. Our team works with industry leaders to ensure we design and deploy the right solutions to secure your business.

## Connectivity – VPN, Internet

The ability to access, provide and share information has become increasingly important in today's economy. Many businesses have branch offices and remote workers located in cities throughout Australia. Our IP VPN solutions provide your business with a vital link that helps ensure that your branch offices, employees, customers and suppliers have easy, secure access to business data no matter where their offices are.

We also provide business grade ADSL Internet access across Australia. Nortec Broadband is a high-speed and reliable connection to the Internet. Our ADSL and SHDSL services give you the power to do business better.

## Hardware & Software Supplies

Product selection and advice to ensure your business purchases the right I.T equipment to support your business needs now and in the future. Nortec consultants can provide information and quotes for a wide range of computer hardware at competitive prices. We will also take care of all your software licensing requirements.



# Who are we and why choose us?

**Nortec is an Australian owned and operated company, established in 1990 by brothers Mark and David Norris.**

The primary focus is to provide cost effective I.T. solutions that deliver genuine business benefits. During this time Nortec has been recognized for its services by winning several highly prized Business Awards, culminating in 2004 by winning the Champions of Champions award for best I.T. Support Company in NSW.

Nortec is also a Certified Microsoft Business Solutions Partner and HP Certified Business Partner. These are credentials that ensure you are partnering with a highly trained, experienced and established company.



## Experience and Capabilities

**Our people are passionate about IT services.**

Our team consists of certified and experience technicians, trainers, engineers and consultants covering a wide area of advanced IT skills. We work with industry leaders including; Compaq, HP, Microsoft, Cisco, Symantec, Veritas, IBM, Toshiba, Sonic Wall, and PowerTel, to ensure we bring the best independent solution to your business.

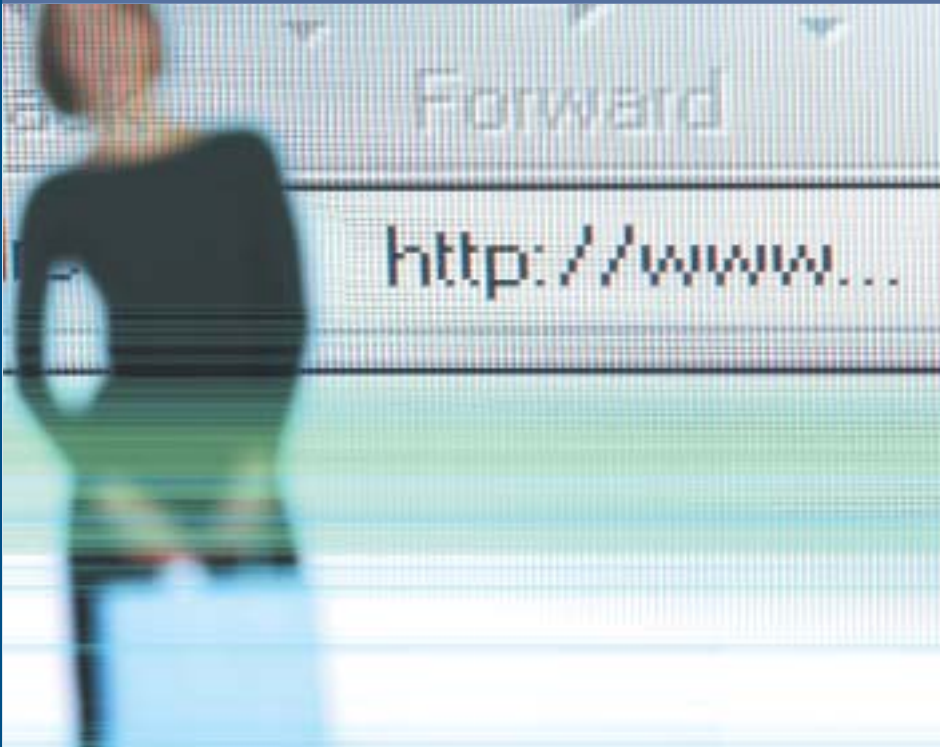


## Partnership and Accountability

Nortec believe in the value of long term partnerships. The better we understand your business the better the solution and support we can provide. In essence we become your personal IT Department, providing a complete range of solutions.

Nortec believe strongly in being accountable for services we provide, total customer satisfaction is our highest priority. By offering complete solutions means you only need to contact one company if a problem arises.





## CONTACT DETAILS

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