



**knowledgeplus**  
training • ICT • design

**Blue Sky Attitude**

## Company Profile

Established in 2003, South Australian company, Knowledge Plus, is a highly regarded provider of specialist solutions in Information Communication Technology (ICT), workflow and document management solutions and training and development to SMEs.

Knowledge Plus draws on the skills of 17 staff members and the exceptional expertise of numerous consultants as well as approximately 80 business mentors who between them span the breadth and depth of business management experience.

Knowledge Plus achieved Registered Training Organisation (RTO) status by meeting the strict requirements of the Australian Quality Training Framework and the Australian National Training Authority. This status enables Knowledge Plus training division to offer clients Nationally Accredited Qualifications.

Through its focus and rapid growth, Knowledge Plus met strict criteria to be awarded the prestigious Gold Partner status with both Microsoft. Knowledge Plus is the only Microsoft Gold Partner within South Australia that specialises in servicing and supporting small and medium-sized businesses.

Through its comprehensive range of products and services, Knowledge Plus delivers affordable solutions for fast-growing companies, investing time in understanding its clients and their industries to provide an improved return on their investment.

## Integrating people with process and technology

Three divisions deliver small to medium size businesses a range of products and services including:

- ICT hardware and service
- Design: Process improvement
- Training: Learning and development
- Business Coaching and Mentoring

## Total Business Solutions



**Focused, detailed attention to individual client requirements enables Knowledge Plus to deliver exceptional customer service, contributing to improvement in effectiveness and efficiency of clients' business resulting in rapid business growth.**

**With our unique suite of individually tailored programs, Knowledge Plus brings South Australian SMEs quality services and products that harmonise to provide total business solutions.**





## ICT Solutions

Knowledge Plus keeps ahead of trends and in touch with the progress of the dynamic business technology environment. The ICT division is equipped to implement cost saving technologies to benefit the business growth of clients and to review their business processes to ensure quality and effectiveness. ICT solutions include audit, design, supply, implementation, installation, recovery and support to systems, servers, networks, databases, firewalls and communications including VoIP technologies.

## Design: Process Improvement

Knowledge Plus design division provides innovative automation to many employee-driven processes, delivering substantial time savings for a very low investment through document management, workflow management and design and development of customised databases. Our consultants can advise on a range of specific areas including Human Resource Systems, Business Process Automation, and Knowledge Management.



Cut cost without cutting corners



## Training: Learning and Development

Knowledge Plus Training division specialises in providing results-oriented, client-specific workplace base training in leadership development, business management, customer service, project management, OH&S and software training with measurable outcomes.

Their remarkably high standards of training are achieved by eight simple guides list below:

- Authentic customisation of programs
- Unique course planning design
- Challenging and relevant programs
- Exceptional follow-through and support
- Results - oriented programs
- Return on Investment (ROI)
- On-going Support through ICT Leverage
- Peace of Mind

## Business Coaching and Mentoring

Knowledge Plus Business Leverage program provides owners and managers of new and growing businesses access to training, mentoring and coaching services tailored to meet their needs, based on individual needs analysis. The Business Leverage program assists clients to develop strategies for maximising market value and the skills essential to entrepreneurship for longer-term business sustainability, while ensuring business continuity.

Experienced advisors and an assigned team of relevant mentors provide business coaching and monitor each participant's business progress through regular programmed communication.

## Awards

2008 – Salisbury Living Legend

2007 – Winner (National): Small Business Champion Entrepreneur

2007 – Winner (SA): Small Business Champion Entrepreneur

2007 – Winner (SA): Small Business Champion Business Services

2006 – Finalist: My Business Award: Customer Service Star

2005 – Finalist: Telstra Business Women's Award: Business Owner Category

2005 – Finalist: Telstra Business Women's Award: Young Entrepreneur

**knowledgeplus**  
training • ICT • design

Innovation House, First Avenue  
Technology Park  
Mawson Lakes SA 5095  
PO Box 644 Ingle Farm SA 5098

**T 1300 135 754**

**F 1300 139 754**

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



**Microsoft®**  
**GOLD CERTIFIED**  
*Partner*