

“Knowledge Plus provides unrivalled expertise in
Consultancy, Services and Support of Infrastructure Systems
across all business sectors throughout Australia”



**Unlimited
Possibilities**

Business Growth through Technology Leverage

Knowledge Plus Consultants have the skills and experience to combine corporate knowledge with a solid understanding of small business reality; consistently delivering big business solutions tailored to the needs of small to medium-sized enterprise.

Extensive experience enables Knowledge Plus to offer clients a wide range of cost-effective systems and services that add real business value by maximising efficiency, increasing productivity and enhancing security.

Through technical and business partnerships with Tier 1 ICT software and hardware icons such as Microsoft and Cisco, Knowledge Plus proactively seeks and delivers accurate and reliable latest business technologies in a timely and cost efficient manner, aligning ICT infrastructure to the business needs and applying best technology solutions to business problems, implemented with minimal downtime or disruption to business activities.

IT Health Audit

Knowledge Plus invests time in understanding client needs, then through a thorough audit of current technology usage, determines how robustly a client's IT system will maintain data integrity, safeguard assets, allow efficient resource use and effective achievement of organisational goals.

Knowledge Plus delivers scalable network solutions to ensure that clients have the best network for their organisation and operations, with flexibility to grow as business expands. They also provide connectivity among company sites and remote employees, with cost-effective and secure networks.

IT Managed Services

Knowledge Plus's Managed Service team manages the daily running and maintenance of selected IT resources, providing continuity of service at predictable costs. Within an ongoing commitment to providing client-specific, tailored solutions, Knowledge Plus offers Service Level Agreements (SLA) to deliver Outcome-Based Work.

SLAs are annual contracts, available in three tailored levels; Silver, Gold and Platinum, from standard network support to a fully integrated solution complete with user training and priority service for fast turnaround. Through an allocated consultant who understands individual client requirements, Knowledge Plus provides guaranteed reliability of ICT infrastructure through total coverage for all ICT issues for a set monthly charge, allowing accurate budgeting for IT expenditure so insuring against cost blow out.

Unified Communications

Unified Communications from Cisco combines all forms of business communications into a single, unified system that allows companies to create high quality, secure, adaptive workspaces.

Sophisticated unified communications capabilities such as presence, instant messaging and rich media services ensure that information travels accurately and expediently, dramatically improving end-user and enterprise productivity. All stake-holders can collaborate in decision-making more effectively in real time using their choice of tools and applications.

Embedding unified communications capabilities into business applications allows organisations to transform business processes, adapt quickly to market changes and build competitive advantage rewarded by new levels of innovation and customer satisfaction.

Workforce mobility with Connectix

Connectix is a software solution tailored to client requirements that allows automation of a mobile workforce through the use of wireless technology and handheld mobile devices. It delivers proactive trades-based companies employing mobile technicians and using QuickBooks or MYOB, multiple benefits including: increased efficiency, real-time scheduling, exceptional tracking, significant reductions in job-to-invoice and accounts receivable times and increased accuracy of record keeping at reduced volume.

To minimise financial impact to the client, Connectix solutions are financed over three to five years, with a set monthly investment covering all software, hardware, installation, training and ongoing support.