

KNet Technology

Capability & Specialisation Statement



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Background

KNet Technology Pty Ltd was established in 1995. An Australian company, with offices in Sydney, Orange, Dubbo, Singapore and Auckland.

KNet Technology specialises in Information Technology and Telecommunication infrastructures for all industry verticals. KNet Technology success has been in providing specialist skills in the design, implementation, project management and support of customer "Business System's"

At KNet we specialize in providing the skills to cater for the total solution. Including:

- | | |
|-----------------------|--------------------|
| ✓ Telecommunications | ✓ Local Government |
| ✓ Mining | ✓ Health |
| ✓ Finance and Banking | ✓ Construction |
| ✓ Federal Government | ✓ Airlines |
| ✓ State Government | ✓ Real Estate |
| ✓ Legal Firms | ✓ Accounting Firms |
| ✓ Other IT Firms | ✓ Energy |
| ✓ Logistics | ✓ Engineering |

A sample of some of the projects:

- KNet was the Project Manager for all aspects of the Information Technology and Telecommunication phase at Newcrest Mining Limited building of the Cadia Mine located in NSW
- . KNet was invited to Project Manage the Information Technology and Telecommunication for the Bathurst Hospital.. KNet was introduced in to the project, which was behind schedule, when the project was five month out from completion and met all the completion dates on time, on budget.
- Knet's Cisco expertise was call on for the ICT transition phase in the development of the new \$290M Orange Hospital. KNets' role was to manage the Cisco Call Manager and Nexus 2000 and 5000 environment along with the Cisco switching and wireless deployment during that phase.

What We Do.

KNet Technology specialises in the architecture of the key areas, which make up today's business intelligent environments across all industries sectors, we do the design, configuration, installation and support of those architectural key elements. (See the following table).

Business Process Consulting ICT

KNet's clients include some of Australia, New Zealand and Asia's largest service providers, Corporate Enterprises, Government and Financial institutions.

We bridge the gap between business and technology by partnering with you to ensure your investment in technology is aligned to your business needs.

- Strategic planning
- Requirements analysis
- Project management
- Business case development
- Solution development and provision
- Enterprise architecture solutions
- ICT service delivery processes and improvement
- Audits, assessments and project reviews



Unified Communications

IP Telephony provides the foundation for meeting today's need for Unified Communications (UC) in the enterprise. The basic premise of UC is to foster instant communication between workers beyond the traditional phone and e-mail and into voice, video, IM, and wireless.

- Breakdown of critical voice system components
- VoIP technologies and standards
- Underlying network elements
- Business application integration
- Emerging technologies
- Total cost of ownership (TCO) review



The mass migration to IP telephony has delivered an initial wave of value to companies large and small. By consolidating voice, video, and data networks onto a single IP network, organizations have reduced the cost of communications, taken advantage of underused network capacity, and laid a foundation for unified communications.

Unified Computing

The Unified Computing System is designed to simplify traditional architectures and dramatically reduce the number of devices that must be purchased, cabled, configured, powered, cooled, and secured in the data center. The Unified Computing System is a next-generation data center platform that unites compute, network, storage access, and virtualization into a cohesive system designed to reduce Total Cost of Ownership and increase business agility. The system integrates a low-latency, 10GE unified network fabric with enterprise-class servers.

Unified Storage

Unified storage (sometimes termed network unified storage or NUS) is a storage system that makes it possible to run and manage files and applications from a single device. To this end, a unified storage system consolidates file-based and block-based access in a single storage platform and supports fiber channel SAN, IP-based SAN (iSCSI), and NAS (network attached storage).

Unified Threat Management

Unified Threat Management (UTM) is a comprehensive solution for organization of the traditional firewall into an all-inclusive security product that has the ability to perform multiple security functions in one single appliance: network firewalling, network intrusion prevention and gateway antivirus (AV), gateway anti-spam, VPN, content filtering, load balancing, data leak prevention and on-appliance reporting.



Disaster Recovery

KNet are specialists in Disaster recovery processes, policies and procedures related to preparing for recovery or continuation of technology infrastructure critical to an organization after a natural or human-induced disaster. Disaster recovery is a subset of business continuity. While business continuity involves planning for keeping all aspects of a business functioning in the midst of disruptive events, disaster recovery focuses on the IT or technology systems that support business functions.



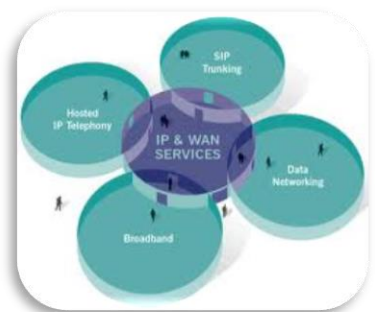
Managed Services

KNet Technology has the Complete Remote Monitoring and Management in One Powerful Solution.

KNet's Remote Monitoring and Management provide IT support and management of tasks remotely, non-intrusively, and effectively.

Based on cutting-edge agent technology, KNet empowers IT professionals with the tools to provide:

1. Service Automation Create, organize, and automate any IT process, including preventive maintenance and support tasks. KNet allows you to use your company branding with agent monitors, and provides internal monitors and easy scripting for developing your own automated processes.
2. Inventory Analysis Compile and classify IT asset information with innovative SNMP agent technology. Identify any SNMP enabled device in a network or subnet, and collect information on device type with customizable detection templates.
3. Asset Management Identify, audit, and manage workstations, servers, printers, and routers; group assets by operating system, application or location for ease of management.
4. Software Deployment Group and deploy tools and services to one customer or a group of customers without the need to schedule interruption to end-users.
5. Patch Management Identify, approves, and update or ignore software patches and hot fixes for a single work station or a group of machines.
6. Print Management Initiate, stops, or resume print activities. Access information on ink level, paper level, and number of pages printed.



Mobile Device Management – KNet MaaS powered by MaaS360



Rapidly Enroll Mobile Devices

KNet MaaS mobile device management streamlines the platform set up and device enrollment process to make life simple for IT and employees.

- Select MDM services and configure device enrollment settings
- Send enrollment requests over-the-air (OTA) using SMS, email, or a custom URL
- Authenticate against Active Directory/LDAP, using a one-time passcode, or with SAML
- Create and distribute customized acceptable-use policies and EULAs
- Register corporate and employee owned (BYOD) devices
- Initiate individual or bulk device enrollments
- Apply or modify default device policy settings



Proactively Secure Mobile Devices

KNet MaaS provides dynamic, end-to-end security and compliance management capabilities to continuously monitor devices and take action.

- Require passcode policies with configurable quality, length, and duration
- Enforce encryption and password visibility settings
- Set device restrictions on features, applications, iCloud, and content ratings
- Detect and restrict jailbroken and rooted devices
- Remotely locate, lock and wipe lost or stolen devices
- Selectively wipe corporate data leaving personal data intact
- Implement real-time compliance rules with automated actions
- Enable geo-fencing rules to enforce location-based compliance



Integrate Mobile Devices with Enterprise Systems

Through the KNet MaaS Cloud Extender, enterprise system integration is easy and straightforward, without the need for on-premises servers or network reconfigurations.

- Instant discovery of devices accessing enterprise systems
- Integrate with Microsoft Exchange, Lotus Notes, and Microsoft Office 365
- Leverage existing Active Directory/LDAP and Certificate Authorities
- Manage BlackBerry Enterprise Server (BES) policies
- Connect with other operational systems through robust web APIs



Streamline Mobile Device Management Support

KNet MaaS delivers the ability to diagnose and resolve device, user or application issues in real-time from a web-based portal; offering complete IT visibility and control, and ensuring optimum mobile user productivity.

- Access device views to diagnose and resolve issues
- Locate lost or stolen devices
- Reset forgotten passcodes
- Send messages to devices
- Update configuration settings in real time
- Help users help themselves with a self-service portal



Centrally Manage Mobile Devices

KNet MaaS provides a unified mobile device management console for smartphones and tablets with centralized policy and control across multiple platforms.

- Configure email, calendar, contacts, Wi-Fi and VPN profiles over-the-air (OTA)
- Approve or quarantine new mobile devices on the network
- Create custom groups for granular management
- Distribute and manage public and corporate applications
- Securely share and update documents and content
- Define role-based administrative portal access rights within KNet MaaS



Monitor and Report on Mobile Devices

KNet MaaS dashboards deliver an interactive, graphical summary of your mobile device management operations and compliance allowing IT to report in real-time across the entire enterprise.

- Detailed hardware and software inventory reports
- Configuration and vulnerability details
- Integrated smart search capabilities across any attribute
- Customizable watch lists to track and receive alerts
- BYOD privacy settings block collection of personally identifiable information
- Mobile expense management for real-time data usage monitoring and alerting

Telecom Expense & Usage Management

Telecommunication spend is a significant and growing cost, that is difficult to control, manage and audit. Huge cost growth due to mobility (voice, email and web applications) and your external internet usage has added to the real problem of monitoring, controlling and managing this very expensive corporate utility.

KNet can work with you to reduce costs and provide management and control for this environment.

These products bring together telecommunications Mobile Expense, Telephony Usage and Expense Management, into a fully-integrated solution Intelligent Communications Management (ICM).

The Product Range – Three Intersecting fronts

1. Usage, Mobile, Asset and Expense Management

Product from Avotus (the world's leading supplier in this market) with a range that redefines Telecom Management Service. The products enable customers to bridge the gap between expectation and execution to reduce costs, improve processes and gain control over a company's entire Telecommunications environment.

The areas of management include product provided to the client as:

- License, implementation and support services on site for the customer
- SaaS (Software as a Service)
- Managed Services
- A combination of the above.

Application solutions include:

- Usage Management
- Toll fraud detection
- Full Mobile Device Management
- Telecoms Asset Management
- Expense Management and Carrier Bill Reconciliation

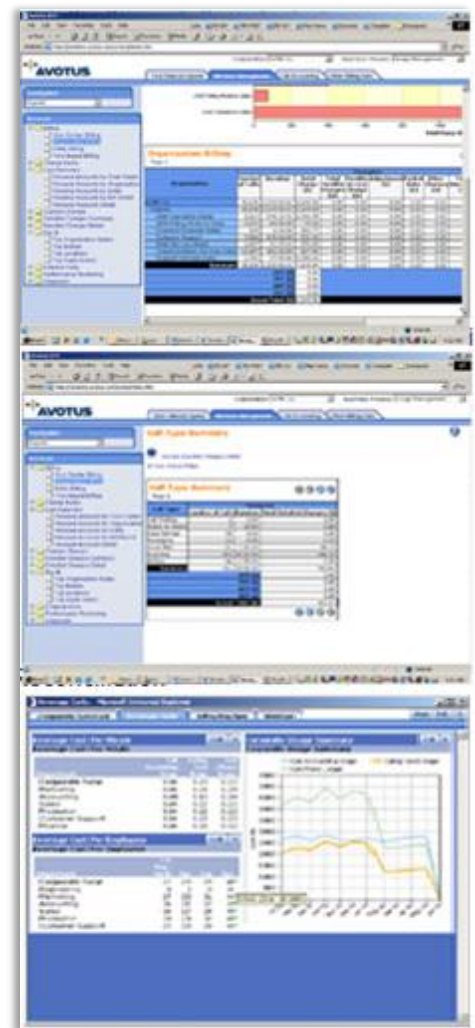
2. Advisory, Support, Audit, Advice and Consulting.

KNet Technology provides additional outcomes whether the application be in-house or as a hosted service. KNet provides consulting and analytical services to look across all areas of your corporate telecommunications spend, voice, data, internet, extranet and wireless.

Irrespective of the delivery method:

- On site or outsources services or as a Managed Service
- Client ownership and managed

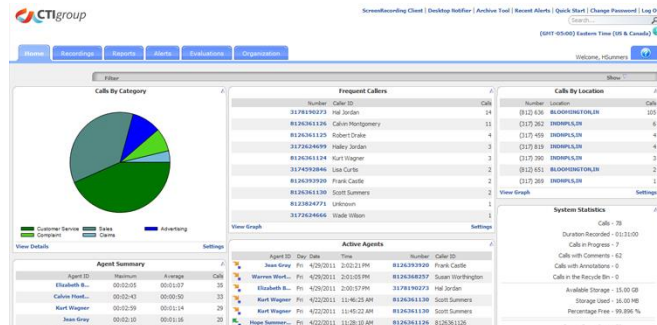
Irrespective of the size or complexity of your Telecommunication Service KNet Technology has the experience and expertise to add value to the management of this most valuable resource.



Intelligent Call Recording and Speech Analytics - The Smart Record Suite -

KNet has always been a trusted and valuable provider in network and telephony solutions, including the recording of voice interactions.

Now KNet are proud to be the exclusive supplier in the Asia-Pacific market of the SmartInteraction Suite. This powerful suite delivers the means for carriers, service providers, and hosted or enterprise contact centers to make voice recordings actionable, in fact, the possibilities for call recording are endless with any type of business.



There are many different methods that companies use to gain customer intelligence. In fact, knowing your customers' needs and wants is essential for any company that wants to stay ahead of its competition.

Arguably one of the most under-utilised methods of gaining intelligence is via call recording. However more companies are now realising the value of voice recording is not just in its security or regulatory purposes. For years companies have searched for ways they can better listen to their customers, KNet can help you make it easy.

There are many benefits of using the Smart Interaction Suite, here are just a few:

- Aggregate useable data from recordings to enable marketing programs and process, product or service improvements.
- Quickly, easily and accurately mine recordings for trending, analysis and evaluation functions.
- Ensure standardization and coordination of processes for phone based employees and roles. Training customer service, or call centre staff becomes far more effective when using real examples. Training can also be tailored to suit the types of issues which are unique to your business.

What is in the SmartInteraction Suite?

In short, everything you need to turn your phone system from being just a means of contact between you and your customers, to a valuable tool that helps you understand your customers.

The SmartInteraction suite comprises of:

SmartRecord®

Our award-winning true multi-tenant recording platform now with Aurix enabled audio mining and analytics with every seat

SmartListen

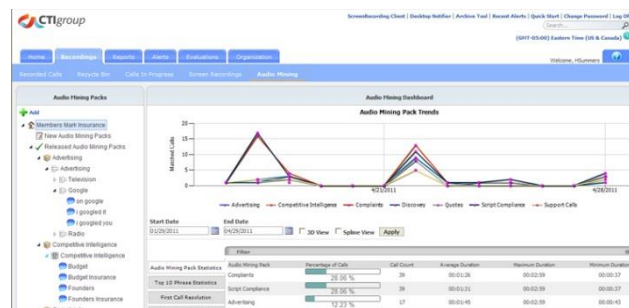
Audio mining allows organizations to utilize speech analytics to index recordings phonetically for easy retrieval and reporting

SmartEvaluate

Our advanced form of call handler evaluation utilizes Aurix technology to allow users to isolate calls that meet certain criteria in order to perform several key business functions

SmartCapture

Screen recording extends and completes the picture of the call handler process by linking the voice recording with the corresponding visual recording of the keystroke activity



* SmartInteraction Images Courtesy of CTIgroup all rights reserved.



KNet Partners



Avotus

KNet Technology is the Australian, New Zealand and Asia partner for the Avotus suite of products. Avotus "Full Lifecycle Telecom Expense Management Solution" is a comprehensive approach to reducing your telecom expenses and increasing visibility into your environment.



CTI Group

KNet Technology is the Australian, New Zealand and Asia partner for the CTI Group's suite of products. CTI Group is an international provider of e-billing and analytics, call recording and call management solutions. Our carrier-grade solutions support the growing VoIP, mobile and converged telephony markets with robust, feature-rich applications that provide cost savings opportunities as well as revenue generating product enhancements.

With over 20 years of experience in providing in-depth telecom billing analysis, call recording and call accounting applications for legacy, VoIP and mobile telephony, we support more than 13,000 installations in 45 countries worldwide.

Our dedication to providing the most user-friendly and feature-rich applications available on the market is made clear by the partnerships we have forged with leading service providers, resellers and enterprises. Our integration into virtual workforce management and cost allocation arenas has won us great industry praise and awards.

At CTI Group, we are proud of our rich history and strive to be at the cutting edge of telephony software applications. We provide the most user-friendly, versatile bill analytics, VoIP and mobile applications available on the market today.

At CTI Group, we are in tune with the globalization of the business and telephony markets and want to support our customers globally. With offices in the United Kingdom as well as our headquarters in the United States, we are able to reach our customers wherever they are so that they can integrate one provider into their product portfolio that will support them wherever their customer base grows.



Fiberlink

Fiberlink's in-depth expertise and focus on delivering enterprise mobile computing solutions for over two decades translates to best practices that accelerate deployment, eliminate risk and reduce costs. We continuously innovate to serve the needs of our customers by delivering mobile solutions that help them gain competitive advantage, increase employee productivity, and implement proper security measures. Our customer-first culture promotes their success.

We are known for:

- Personalized support throughout the entire customer lifecycle
- Rapid deployments with smooth, efficient installations
- Seamless integration with enterprise systems and cloud services
- Effortless scalability for mass deployments of devices and applications
- Competitive, flexible pricing options tailored to a variety of customer needs
- Proven security with FISMA and SOC-2 Type II certifications

Our mission is to make working mobile easy and safe for employees and IT. We do this by enabling companies to securely extend mobile technologies out to the edges of their organizations.



LabTech Software

KNet Technology provides the Labtech Software to Corporate and Government in Australia, New Zealand and Asia. LabTech Software develops and supports an integrated IT solution for managed service providers (MSP) and other IT professionals, including cutting-edge remote monitoring and management (RMM), backup and storage, antivirus and application management—backed by superior implementation, training and support services. Our goal is to help you eliminate inefficiencies and maximize ROI with simple, scalable and affordable tools.



KNet Industry Partners

- Cisco
- Telstra
- Microsoft
- ConnectWise



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For More Information

To learn more about our technology and services visit www.knet.com.au.

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