

## KNet Products & Services

Unified Communications, Network Services, IP Telephony specialists.

### Introduction

KNet offers tier-one management solutions to unlock your costs and provide dedicated management and control for the modern business environment with your telecoms products.

Telecoms spend is a significant and growing cost that is difficult to control, manage and audit. With the technological surge into mobility, cost growth and external internet usage all contribute to the real problem of monitoring, controlling and managing this very expensive but essential corporate utility.

KNet Technology brings together a full suite of powerful Telecommunication Management tools and bundles them into one easy to maintain point to maximise efficiency, free up valuable network resources and increase your returns through allowing focus to shift from timely upkeep processes to more valuable growth functions.

### Our Service Range

#### Unified Communications



In the ever changing world of business and technology, IP Telephony provides the foundation for the increasing requirement for Unified Communications Solution Sets. KNet delivers industry leading, tailored and scalable solutions to integrate Voice, Video and Data Communications for your business.

#### IP Telephony



With a need to deliver clear communications in a competitive business environment, your phone system needs to be cost effective, easy to maintain and tailored to your specific requirement. IP telephony leads the way to maximising potential and the benefits of having a reliable, multi-functional Cisco Handset deliver unparalleled results.

#### Mobile Device Management



With leading technologies for managing your mobile device requirements, KNet can assist your organisation to track device location, monitor device usage and administrate and roll out corporate policy network wide on all mobile devices therein with enterprise grade Mobile Device Management Toolsets.

#### Business Intelligence



KNet has Call Accounting and Usage Management solutions to manage your Telco costs, a Call Centre Voice Recording & Voice Analytics application. Audio Mining to integrate your captured data from Voice Recording.



### Features

**Cisco IP Handsets:** Industry leading Cisco range handsets mean your requirement is met from a small scale single-point solution. All Cisco handsets are designed for simple, intuitive functioning to make communications hassle free.

**Mobile Access:** Unified Communications open up a new era of collaboration between Apple, Android, Windows, Blackberry or Symbian mobile devices. Mobiles gain access to voicemails, employee directory and instant messaging within business structures.

**See who you're talking to:** With a simple and intuitive phone interface, you can make and receive video calls on your Cisco handset. In today's technology driven world, video conferencing and visual aids enhance interactions, build relationships and provide a more human look and feel to business everywhere.  
\* Video supported on selected models only.

**Desktop Communication:** Unified Communications merges your corporate communications with your desktop environment. Integration with desktop toolsets delivers powerful streamlining and enhanced functionality to the business environment.

**Desktop Presence & IM:** Quickly gain knowledge of colleague's availability through their desktop presence and, with this feature, maintain rapid information access through instant messaging or content retrieval for live conferencing.

**Valuable Standard Features:** Standard call features on all Cisco IP Handsets include: Speakerphone, Directory, Hold/Park/Transfer, Self-Service Portal, Music on Hold, PoE Device Support, Speed Dials, Voicemail to Email and Integrated Network Switch

## How we Deliver

KNet can deliver its solutions across a series of platforms or in combinations of any of the delivery capability to meet individual organisations requirements.

### (a) On Premise

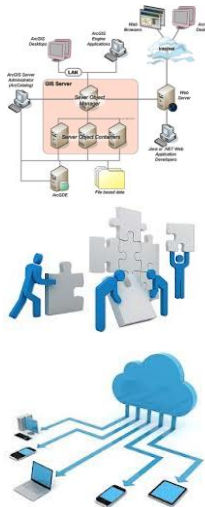
KNet can deliver, implement and support any or all of your IT and Telecoms Networks. With an extensive range quality and proven product backed by highly trained professionals ready to assist.

### (b) Managed Service

KNet delivers a range of managed service models that reduce the strain on your business' internal IT resources, freeing them up to focus on your core business rather than upkeep.

### (c) In the Cloud

From Unified communications, Microsoft Suites, General and Specific Application through to call recording solutions, KNet can deliver a hosted tailored capability set that is scaled, implemented and monitored within the cloud to optimise efficiency and streamline productivity.



## Background

Founded in 1995, KNet Technology is an Australian company specialising Information Technology and Communication services.

With our head office based in Orange NSW, KNet's beginnings saw us grow our services in Regional NSW with locations originally in Dubbo and Orange. KNet now has, in addition to original locations, offices based in Sydney, Brisbane, Auckland, New Zealand and Singapore.

Since 1995, organic growth of our staff knowledge base via traineeships, employing skilled professionals and developing a strong "family" culture has seen us secure strong footing in the industry.

KNet Technology specialises in Information Technology and Telecommunication infrastructures. KNet Technology success has been in providing specialist skills in the design, implementation, project management and support of customer "Business Systems".

KNet offers a unique service, in that we specialise in providing the skills to cater for the total solution. KNet Technology has a track record working in various industry verticals;

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

KNet is experienced in large scale projects and is on a provider Panel for the Australian Government.

## Benefits

**Cradle-To-Grave Management:** KNet provides full life-cycle support for all products we provide to your business. We deliver across your entire interaction on Telephony Management, Implementation, Maintenance and Support for integration with IT Services, giving you the ability to focus on core business.

**Reach and Capability:** KNet Technology delivers IP Telephony, Mobile Device Management and Unified Communications services to provide a dramatic boost to mobility and growth, streamlining to assist in speeding up business telecom requirements.

**Disaster Recovery & Availability:** With our proven capacity to deliver five 9's of availability (99.999% uptime) your transactions are insured with geographic redundancy protocols to ensure highest level service and recovery.

**Cost Management:** KNet services deliver a lower cost of ownership with single point management, enabling you to see a positive return on investment in a shorter time period.

### For More Information

To learn more about our technology and services visit [www.knet.com.au](http://www.knet.com.au).

104 Byng St, Orange NSW 2800

Phone +61 2 6363 8999 | Fax +61 6363 1500 | [sales@knet.com.au](mailto:sales@knet.com.au)