

# Knet Technology

## Company Profile

### About Us

KNet Technology is an Australian based ICT company, dedicated to delivering the highest outcomes for IT and Telecoms infrastructure across the Asia Pacific Region. With locations in Australia, NZ and Singapore we deliver technology solutions to assist our clients with management of unified communications, analytics, call recording, network infrastructure and design, mobile device management, billing and quality management.

KNet offers 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. Further to this we can provide, implement and support any or all of our clients IT and Telecoms networks. With an extensive range of quality and proven product backed by highly trained professionals ready to assist their clients' on-premise.

### How we Assist

#### Business Process Consulting ICT

We bridge the gap between business and technology by partnering with you to ensure your investment in technology is aligned to your business needs by listening to your business' requirements and taking the time to formulate a tailored plan which will best serve your needs.

- Strategic planning
- Requirements analysis
- Project management
- Business case development
- Business analysis

#### 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

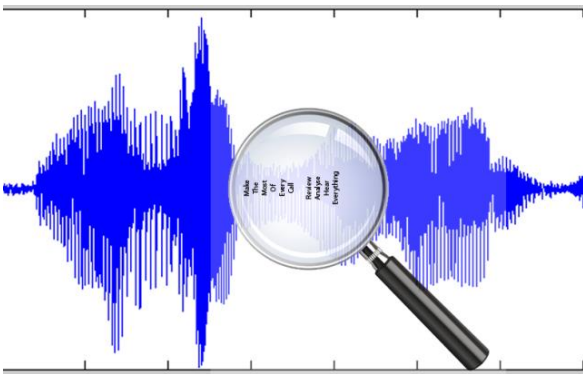
The mass migration to IP telephony has delivered an initial wave of value to companies large and small. By consolidating voice, video, and data networks onto a single IP network, organizations have reduced the cost of communications, taken advantage of underused network capacity, and laid a foundation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



Deploying unified communications across the business also delivers a second wave of value through enhanced communications and collaboration. These capabilities are helping organizations shorten decision cycles, accelerate business, and boost productivity by speeding secure access to information and by making it possible for everyone to collaborate everywhere. Unified communications also provides a communications system that can change and grow at a moment's notice

## 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 centre. The Unified Computing System is a next-generation [data centre](#) platform that unites computer, 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](#), lossless 10GE unified network fabric with enterprise-class, x86-architecture servers.



## Call Recording & Speech Analytics

KNet are proud to be the exclusive supplier of the Smart Interaction Suite. A powerful delivery tool for carriers, service providers, and hosted or enterprise contact centres to make voice recordings actionable in real-time, creating an endless stream of customer feedback and business intelligence. With the need to make the most of all available resources to stay ahead of the competition, KNet can provide your business with a simple to use but powerful tool to analyse 100% of captured transactions between your organisation and your customers. Quickly analyse a

set of call recordings for valuable market and competitive information, while simultaneously minimising the risk of regulatory compliance breaches and ensure standards of corporate communications policy are met.

## 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](#). It is estimated that most large companies spend between 2% and 4% of their IT budget on disaster recovery planning, with the aim of avoiding larger losses in the event that the business cannot continue to function due to loss of IT infrastructure and data. Of companies that had a major loss of business data, 43% never reopen, 51% close within two years, and only 6% will survive long-term



## 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 but essential corporate utility.

Our services bring together telecoms, e-Procurement, Mobile Expenditure, Telephony Usage and Expense Management, Secure Monitoring and Remote Management into a fully-integrated solution (Intelligent Communication Management)

### For More Information

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

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