

WELL MANAGED IT SERVICES



Statement of Capabilities

**Cicom**[®]
better for business

SUPPORTING NORTHERN RIVERS ENTERPRISE



Our business was established as Country I.T. in 2004 with our founder still actively performing a significant role in service delivery.

Innovation matched with dedication

From humble beginnings, Cicom® now delivers dedicated IT services spanning the Northern Rivers Region of NSW, embracing change while nurturing growth with innovation.

We look to understand your business better by listening carefully to your needs, comprehending your business workflow then responding with well-devised strategies for deployment.

We're passionate about our benchmark service and valued reputation for delivering exceptional Managed IT Services to progressive organisations in the Northern Rivers.

Our Mission



Organisational structure

Clinton Carey – Business Sales (Director & Founder)

Clinton designs tailored business solutions for new clients and supports Mark O'Shea in delivering the best possible outcomes for our clients.

Mark O'Shea – Business Services

Mark maintains a premium service for our business clientele, ensuring project/ticket resolution is delivered on time with quality outcomes.

Michael Greentree – Administration (Director)

Michael manages retail, accounting and daily administration to keep Cicom moving ahead.

Trent Imeson – Technical Lead

Trent is our go to technician for new solution testing and development. Trent leads implementation of emerging technologies for Cicom® to ensure our tools and systems remain current.

Technicians

Our approachable helpdesk technicians form an integral part of our service delivery, solving problems with a positive attitude.

What we do

Cicom® provides outsourced I.T. services for business clients. These include:

- Technology solution design
- Helpdesk support for routine issues
- Job tracking and ticketing
- Backup and business continuity solutions
- IT advice and governance
- Endpoint and mail security
- VOIP services and network connectivity
- Hardware supply and maintenance.



Privacy

We understand the integral position IT plays in business information handling and the trusted position we hold in your business. Confidentiality is at the core of our values and underpins our unique relationship we have with you and your data. Cicom® are committed to upholding the regulations of the Federal Privacy Act (1988).

Governance and Risk Management

Cicom® take I.T. governance seriously and receive guidance from the ASD Cyber Security Information Guidelines.*

Cicom are undertaking measures for compliance with ISO Standard AS/NZS ISO/IEC 20000.1:2019

* [https://www.cyber.gov.au/sites/default/files/2019-04/Australian%20Government%20Information%20Security%20Manual%20\(APR19\)_0.pdf](https://www.cyber.gov.au/sites/default/files/2019-04/Australian%20Government%20Information%20Security%20Manual%20(APR19)_0.pdf)



Management Systems

Cicom® employs a linear workflow for quotations, ticket creation, response, recording and billing – increasing efficiencies in processing tasks and accuracy of invoicing. Our industry-leading PSA system allows Cicom® to process jobs swiftly and readily identify outstanding items for remediation.

Industry Clients

With a broad and dynamic client portfolio we're committed to the prosperity and success of our clients. We deliver managed services for Medical Clinics, Pharmacies, NGOs, Food Producers, Agribusiness, Accountants, Legal firms, Real Estate Agents, small business ventures and retailers.



Microsoft
Partner



cicom.com.au 1300 324 266