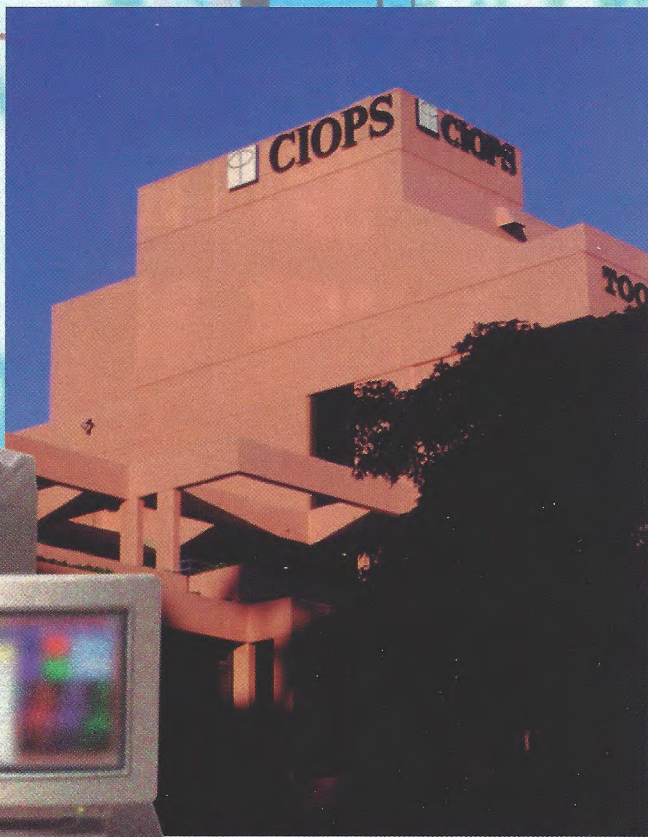


Synchronizing People with Computers



CIOPS HEAD OFFICE, TOOWONG, BRISBANE

QUALIFIED ENGINEERS

ON-SITE SERVICE

INSTALLATIONS

NETWORK SOLUTIONS

TELEPHONE SUPPORT

INDEPENDENT ADVICE

MAINTENANCE

SUPPORT SERVICES

PRODUCT SUPPLY

OUTSOURCING SERVICES

COMPETITIVE ADVANTAGE



CIOPS Australia
YOUR PERSONAL COMPUTER ENGINEERS

Achieving Success through Long-Term Relationships

CORPORATE PROFILE

CIOPS Australia, an independent computer service company, now a multi-million dollar organization, was established in 1989 by qualified professional Engineers with extensive experience in computer engineering.

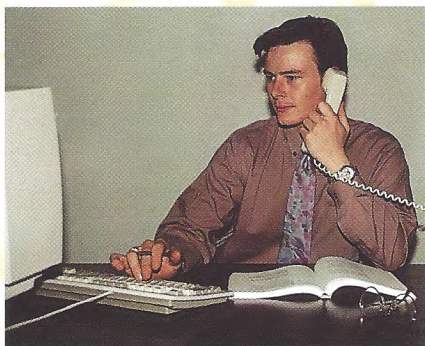
CIOPS, through the hardwork and dedication of its people and commitment to its clients, has achieved a constant growth rate of 60% per year for the last five years in spite of the recession and is forecasted to continue that trend. New premises were purchased in May 1993 at 31 Sherwood Road, Toowong, to cater for future growth and to facilitate better client service.

INTRODUCING CIOPS UNIQUE TECHNICAL ASSISTANCE AGREEMENT

CIOPS has witnessed the proliferation of computers from corporations with Wide Area Networks to small businesses operating from home, and all with an increasing need for professional support. To cater for this, CIOPS' Technical Assistance Agreement for the first time guarantees complete hardware and software support for all computer users.

The primary function of CIOPS (pronounced "Key-Ops"), The Computer Integration & Optimization Professionals, is to provide businesses both small and large with independent professional advice and support on their computer systems. With a policy of only hiring top-level professional Engineers, CIOPS consistently maintains high standards of quality and dedication to service and support. CIOPS will endeavour to improve "the way we do business" by developing long-term strategic relationships with suppliers and customers.

CIOPS' aim is not merely to compete for business, but to strive continually for superior performance and to set the standards for customer service in the computer industry. Stable management policies will ensure that CIOPS will continue to provide this high level of service well into the future.



THE MANAGEMENT OF CIOPS LEAD BY EXAMPLE AND ARE QUALIFIED, EXPERIENCED ENGINEERS



STAN GRODYNSKI BACHELOR OF SCIENCE HONS. (MECH. ENG)

Like many with Scottish origins, Stan is a "canny businessman" as well as a keen golfer. His career has extended 23 years in computer engineering/marketing/management roles with multi-national companies operating in Europe, Asia, America and Australia. Prior to founding CIOPS with fellow Director Brett Silvester, Stan founded and built successful technical service companies in Singapore, Malaysia and Indonesia before coming to Australia as General Manager of Gearhart Pty Ltd in 1984. In a single year the Gearhart organization was transformed from a loss-making venture restrained by a poor technical reputation, to a highly profitable professional service entity, expanding into international sales of its technology.

The drive, enthusiasm, business and marketing flair which have been hallmarks of his career continue to enhance the development of CIOPS.

BRETT SILVESTER BACHELOR OF ENGINEERING (ELECTRICAL)

Brett Silvester is qualified in electronics, with 20 years experience working with computers. Six years were spent overseas working in technical and management roles with multi-national companies in Singapore, Malaysia, Indonesia and Papua New Guinea. Brett founded CIOPS with Stan Grodynski in 1989 and now acts as Technical Manager and Director providing the technical direction of CIOPS. He has extensive experience in WANs, communication, technical support, testing, computer repair and technical problem solving.

His service company background, independent nature and willingness to accept responsibility, ensure all aspects of service and support are competently catered for. His focus is the welfare of the client, the level of expertise of all CIOPS professionals and the standard of technical assistance provided.

GORDON ADAMS BACHELOR OF ENGINEERING (MECHANICAL)

Accustomed to hard work originating with his country upbringing, Gordon has gained 15 years experience with computers in engineering and management roles ranging from Senior Field Engineer to General Manager. Gordon spent seven years overseas including work in USA, Malaysia, Singapore and Indonesia where he became highly respected for his specialist knowledge and ability to succeed even in adverse conditions. He has worked under contract for ESSO, Caltex, ARCO and other large successful multi-national companies. Gordon joined CIOPS in 1990 and now acts as General Manager and Director, providing administrative and technical support to engineers, including PC networks, software & hardware configuration.

Gordon performs to exceptional levels and with his attention to detail, keeps CIOPS well positioned to adapt quickly to changing circumstances.

Photos left to right:
Stan Grodynski; Brett Silvester; Gordon Adams.

Quality Service from Engineers you can depend on

Dynamic and highly motivated with a wealth of experience, our well-qualified Support and Systems Engineering team continues to uphold our solid reputation as a leading independent service company. Our highly competent service professionals are also backed by dedicated and enthusiastic management support.

We've tripled in size in the last 2 years, yet we haven't lost sight of our priorities. Giving customer satisfaction and excellence in quality services has always been our prime priority since we first launched the Technical Assistance Agreement. The quality of our employees is evidence of our technical strength.

JAMES ROGERS
BACHELOR OF ENGINEERING HONS. (ELECTRICAL)
BACHELOR OF APPLIED SCIENCE (COMPUTING)

Jim has a double degree in computing and electronics, and has previously worked for Rotary Research and with audiovisual equipment. He has worked on Windows NT, Novell, Lantastic, Lansmart, System Manager, Windows for Workgroups and DOS platforms, and is competent with all brands of hardware, networks and software. His corporate clients require expertise in LANs, multiprotocol WANs, DATs, PCMCIA cards, modems, routers, and repeaters to name a few.

Jim's lateral thinking and problem solving abilities indicate his competency and a great capacity to perform well under pressure. An excellent Systems Engineer, Jim's personal interest in engine engineering demonstrates his desire to confront demanding technical challenges.

PAUL DURRANT
BACHELOR OF ENGINEERING (ELECTRICAL)

Paul is one of our senior Systems Engineers and has worked in the industry six years. After spending time in the Australian Army Reserve as an Officer Cadet he now combines his leadership and management aspirations with the challenge of engineering. He is respected and trusted in the industry, with a sense of responsibility which has helped him gain the confidence of clients. His experience with Novell, UNIX, Windows NT and other networking systems gives him the skills to set up networks efficiently and quickly. He specializes in printers, tape backup units and all brands of hardware.

Keen to listen, Paul has a genuine desire to help and possesses the qualifications and experience necessary to competently support corporate clients across a wide business spectrum.



JOHN SIDERIS
BACHELOR OF ENGINEERING (ELECTRICAL)

John has spent the last six years in the industry servicing PC's and installing and maintaining networks. Focused on keeping abreast of the latest technology, he lends his insight to the client ensuring that he delivers the highest possible standard of technical support. John has experience with Novell, DOS, AMOS, UNIX, and Windows for Workgroups networking platforms. Compaq computers and Microsoft products are his areas of speciality, as are networking and connectivity problem solving.

A self confessed family man, John appreciates the importance of reliability and commitment. Quietly spoken and dependable, he takes pride in his work and enjoys the opportunity to get to know his clients on a personal level.

STEPHEN WYNNE
BACHELOR OF ENGINEERING HONS. (ELECTRICAL)

Stephen has a background in several industries including catering, audio engineering and operated a successful business for the design/manufacture of electronic equipment. In electrical engineering he is highly awarded with recognition from The Institution of Engineers of Australia, The Institution of Electrical Engineers Queensland Centre Student Award, Best Project Prize & Most Exportable Product Prize. Steve is proficient with many software packages including Corel Draw, MS Visual Basic, MS Office, MS Project and many more, as well as having extensive experience in networks.

With his proven record for transforming innovative ideas into practical solutions, he provides invaluable service to large and small corporate clients.

DANNY ROWE
BACHELOR OF ENGINEERING HONS. (ELECTRICAL)

Danny has contractual experience with Capricornia Electricity and Queensland Rail. He admits to being driven by variety and challenge and possesses the management skills to allow him to competently manage large accounts. He has experience in all aspects of network installations and UNIX connectivity, and is CIOPS' programming specialist. He has expertise with low and high level programming languages ranging from Assembler to C++.

Danny is competent with most software packages including Microsoft products, and his approachable manner helps him to build solid relationships with clients. His persistence and natural interest in technology make Danny a great asset to the organization.

NICHOLAS LAW
BACHELOR OF ENGINEERING HONS. (COMPUTER SYSTEMS)

With a degree specializing in computer system engineering, Nicholas has a very thorough grasp of the theoretical as well as having operated in DOS, UNIX, Windows NT and Novell environments. He has programming experience with Pascal, C, C++, Lisp, Fortran, Ada, Gofer, Basic and Assembler languages. His personal philosophy is to synchronize computers with people, helping them achieve their individual goals.

His troubleshooting skills and professional, easy going manner ensure good relations with clients. Nick's "hands on" approach to problem solving, combined with his technical qualifications makes him a valued member of CIOPS' engineering team.

Photos left to right:
(top) James Rogers; John Sideris; Danny Rowe.
(Bottom) Paul Durrant; Stephen Wynne; Nicholas Law.

Optimize Your Computer Resources

FEATURES

SUPPORT SERVICES

Hardware: CIOPS provides complete support for your computer resources including integrating and optimizing your equipment. We take responsibility for your machines so that you are assured of support should any hardware or software problems develop thus eliminating any "grey areas".

CIOPS provides remedial action and preventive maintenance checks to remove potential difficulties before they develop into serious problems.

Software: Our engineers are proficient in a broad range of off-the-shelf software including Microsoft products and more specialized packages such as AutoCAD and Database applications. They have the experience and troubleshooting abilities to assist you with any software installations and problems. CIOPS communicates directly with Microsoft and other companies so as to provide you and your staff with the latest information to ensure your continuing efficiency. Our support personnel can provide information on program features and offer solutions in a language that a novice can understand.

Network: CIOPS engineers have extensive experience with large corporate networks including electronic mail, fax gateways, local and wide area networks and the transfer of information nationally and internationally. We have the skills to support your network, guaranteeing smooth and efficient operations.

PRODUCT SUPPLY

Hardware: CIOPS is a Compaq Authorized Associate, Toshiba Solutions Centre, Olivetti Sales and Service Centre, Hewlett Packard Printer Reseller, and an Epson Reseller. We supply business quality products including network servers, workstations, printers and a broad range of peripheral devices. CIOPS adopts a non-brand bias philosophy to provide you with equipment that best suits your needs and preferences.

Software: CIOPS can supply off-the-shelf packages such as Microsoft, Lotus and WordPerfect as well as being authorized to supply network software including Novell, Windows NT and Lantastic. We can provide innovative solutions and meet your requirements for specialized business software.

OUTSOURCING SERVICES

CIOPS can function as a reliable technical backup to your existing computer personnel when your resources become stretched. You effectively add our technical resources to your organization. We research new technologies and provide expertise in technical areas that require specialization. CIOPS has the skills to consult and provide objective independent advice and the necessary experience to implement recommendations. When you require additional services such as auditing, rightsizing, upgrading and relocating, our team of specialists provide the assistance needed.

COMPETITIVE ADVANTAGE

CIOPS solutions are designed to optimize your resources and tailored to fit your overall organization. Individual diagnosis coupled with expert advice on new technology further increases your flexibility and your competitive edge. Improving the efficiency of your data/information processing by advancing your computer systems ensures both technological and financial advantage.

BENEFITS

- tailored support services
- benefit from our experience
- single point of contact
- unlimited support
- immediate action
- peace of mind
- expert technical assistance
- optimized resources
- reduced support costs
- increased productivity

- business quality systems
- guaranteed warranty support
- specialized products
- no brand bias
- single point of supply
- top brand names available
- expert advice on software benefits
- updates on upgrades and features
- supply of your brand preferences

- access to specialists' skills
- reduced pressure on your resources
- reliable technical backup
- specialized and diverse experience
- increase your technical know-how
- reduced staff workload

- allows greater flexibility
- more adaptive than competitors
- enhanced profitability
- individual diagnosis
- individual solutions
- industry experience
- technological advantage



Making Computers Work For You

FEATURES

QUALIFIED ENGINEERS

All CIOPS support staff are fully qualified professional engineers and complete comprehensive in-house training in addition to their years of University education. They have the experience necessary to track and rectify problems quickly and with a minimum of fuss. CIOPS engineers routinely work in complex multi-vendor environments and explain technical issues in simple everyday language.

ON-SITE SERVICE

Hardware and software support and maintenance services are provided on-site by our qualified engineers for your convenience and to minimize downtime. On-site resolution of problems is efficient as our engineers gain a thorough understanding of your business conditions and needs. Less wasted time results from having a trained specialist on your premises.

INSTALLATIONS

CIOPS specializes in installing a wide range of hardware, software and network products. We are proficient at configuring a myriad of computer hardware and off-the-shelf software packages saving you time and money. CIOPS is authorized and its engineers trained to install network systems including Novell, Windows NT and Lantastic. Our qualified engineers have experience installing and integrating computer components and we guarantee successful operation.

NETWORK SOLUTIONS

CIOPS engineers have extensive experience in setting up and maintaining local and wide area networks. We have the expertise to address the entire network configuration including security, structure, documentation, auditing, planning and connectivity issues. We provide on-going technical assistance and are skilled at designing and implementing network solutions.

TELEPHONE SUPPORT

At least one engineer is always rostered on to provide technical telephone support, hence you are assured of immediate and professional assistance. Their troubleshooting and interpersonal skills will guide you through problems, resolving them quickly and efficiently. Our telephone support is an unlimited service providing rapid access to a technical expert who speaks your language.

INDEPENDENT ADVICE

Our consultancy services are widely sought after in the industry. CIOPS engineers are the best in the field and provide independent advice on computer issues. We specialize in multi-vendor and mixed environments addressing a variety of questions from technology advancements to hardware and software features. CIOPS is renowned for providing objective professional advice.

MAINTENANCE

Contracts: A cost effective method of accessing our services is by utilizing CIOPS' Technical Assistance Agreements (TAA's). For a minimum annual fee you are assured of preventive maintenance services plus fast on-site response to emergency callouts and unlimited telephone support for both hardware and standard software applications. TAA's facilitate technology transfer, the objective being to transfer computer knowledge to your staff thereby increasing in-house expertise. Unlimited technical assistance on and off-site is automatically available whilst covered by the unique CIOPS Technical Assistance Agreement.

Documentation: Our policy is to maintain comprehensive history records and to fully document your system. In addition on-site engineer callouts are thoroughly documented which enables faster problem resolution and more effective maintenance planning. Comprehensive history records facilitate effective telephone troubleshooting, preventive maintenance and equipment performance monitoring.

BENEFITS

- skilled, degreed engineers
- experienced field engineers
- we speak your language
- quick and effective results

- assured quality of service
- simplified problem resolution
- reduced downtime and time costs
- reduced inconvenience
- technical experts on call

- reduced staff inconvenience
- access to specialists' skills
- guaranteed service
- staff learn from experts
- cost effective solution

- minimized downtime on all LANs
- guaranteed results
- turnkey networks
- rightsizing
- connectivity planning

- technical experts on call
- fast resolution of problems
- professional backup service
- tailored to your level of skill
- unlimited support

- objective, professional advice
- system enhancement planning
- explained in everyday English
- reduced internal support costs
- technology at your fingertips

- cost effective: fixed or flexible
- preventive maintenance services
- emergency callouts at no cost
- unlimited telephone support
- guaranteed technical assistance
- immediate access to history details
- direct response
- increased productivity
- accurate diagnosis of problems
- aids speed of problem solving

What people say about us

"We have worked with CIOPS engineers since 1989. Initially we used CIOPS to supply PC's pre-configured with software and to interface these with existing mainframe facilities"

"This support extends to installing/upgrading systems and reconfiguring software to continually improve our PC utilization and the interfacing with our mainframe computers"

"We have always found CIOPS engineers trustworthy and would recommend CIOPS to any business requiring their services"

"CIOPS provides dedicated after-sales service and support which saves downtime and money in resolving technical problems"

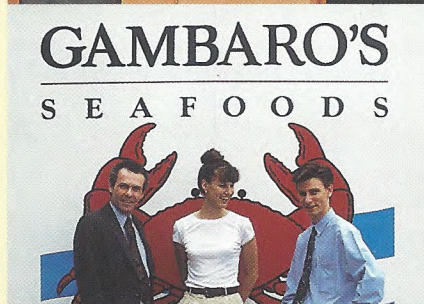
"The best thing was that once we had decided on our system, CIOPS engineers invariably did what they said they could do"

"The Technical Assistance Agreement ensures our PC's are setup properly and supported by qualified professional engineers"

"Potential problems were assessed and solution formulated quickly and competently by CIOPS in conjunction with us"

"They are always on the look out for us and regularly let us know of new technical developments which may improve our business"

"Their Support Agreement has provided an invaluable service to our company"



Author's names of these testimonials have been withheld for confidentiality. Full references are available to genuinely interested parties, upon approval.

"CIOPS assesses and solves potential problems before they become critical and advises on hardware purchases"

"Work is competently and expediently carried out in a professional manner by qualified engineers who always have our best interests at heart and let us know of technical ways that may improve our business"

"Now our relationship with CIOPS has expanded to cover PC networking and support, which technically complements the work of our EDP staff in a cost effective manner"

"Their engineers are willing to work in conjunction with us and explain technical aspects in English, allowing us to increase our in-house expertise"

"We currently utilize their Technical Assistance Agreement which is essential for our business and have no hesitation in recommending CIOPS to other companies"

"With CIOPS engineers dedicated to our PC's and PC network LAN's and WAN's we are free to focus our efforts on mainframe operations and programming, which most definitely improves our overall efficiency"

"During this time they have provided excellent professional advice and computer support for our Novell network and IBM compatible PC's"

"We have found the quality of CIOPS support to be the best available in Queensland".



CIOPS Australia
YOUR PERSONAL COMPUTER ENGINEERS