



:: About PC Link Professionals PTY LTD

PC Link Professionals is a company composed of a dedicated team of professional consultants, PC & network support engineers, data cabling engineers, web designers and sales personnel.

Our success in the IT&T marketplace is driven by our emphasis on customer service and our commitment to listening and understanding our client's needs and taking the right steps to deliver tailored solutions on time.

Our aim is to deliver a "total technology solution" by creating a cost efficient IT environment that supports and adds value.

We service commercial and industrial businesses. We ensure our clients receive the best solution for their needs, keeping in mind commercial and budgetary constraints.

PC Link Professionals is a 100% Australian owned and operated company and established since 1999.

:: Our Clients

Our client base varies from home businesses to largest corporations in Australia



Company Profile



"total technology solution"



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WINNER – Australian Achiever Award for
"excellence in customer service"





:: OUR SERVICES

- PC & NETWORK SUPPORT
- DATA & VOICE CABLING
- IT OUTSOURCED SERVICES
- IT CONSULTANCY
- IT RELOCATION
- IT PROJECT MANAGEMENT
- PHONE SYSTEMS
- HELPDESK SUPPORT SERVICES
- VOIP SOLUTIONS
- CCTV SURVEILLANCE



:: OUR MISSIONS

PC Link Professionals mission is to provide our valued clients with a 'total technology solution', bundled with quality after sales service and support.

Complete IT&T Solutions... ...for your business

:: OUR APPROACH

PC Link has a proven methodology for delivering consistent IT support and services.

The PC Link approach emphasises:

- ☑ Account Management to monitor and facilitate the efficient resolution of issues and to assist with the ongoing strategic implementation and planning
- ☑ Aligning the IT Strategy with the business plan
- ☑ Take advantage of new technologies as they become business viable
- ☑ Identify issues as soon as they occur through early warning systems and remote monitoring services
- ☑ Proactive maintenance to prevent issues from occurring. Establishing a Scheduled Maintenance Plan which is customised to identify regular service tasks and responsibilities
- ☑ Responding to issues quickly through support escalation procedures
- ☑ A team of professional and experienced engineers who can respond to all IT&T issues with a planned, predictable approach.



PC LINK PROFESSIONALS PROVIDES A TOTAL TECHNOLOGY SOLUTION FOR PEACE OF MIND

:: WHY CHOOSE PC LINK

PC Link Professionals will insure your satisfaction with our high quality products, services and on-going support.

Our "total technology solution" philosophy is supported by the following commitments towards our valued clients:

- ☑ We listen to your needs, recommend, implement and support
- ☑ FREE No obligation Consultation
- ☑ Professional staff with a broad experience in IT&T
- ☑ A dedicated support personnel for your company with backup engineer
- ☑ FAST Emergency Response (1-2 Hour Response, 24x7)
- ☑ No Solution = No Charge
- ☑ Very competitive Rates
- ☑ Our "total technology solution" philosophy allows our clients to only ever need to deal with one company reducing downtime and unnecessary delays may result from other vendors
- ☑ Our quality customer service focus has built us a reputation where 80% of our work is sourced from word-of-mouth referrals.



EXECUTIVE SUMMARY

- ✓ Established and growing company
- ✓ 80% of our business is through referrals and returned cliental.
- ✓ Have a business view of IT rather than a purely technical view
- ✓ Access to industry best-of-breed solutions and approaches
- ✓ Adopt new technologies and approaches once they are proven
- ✓ Proactive maintenance to prevent issues from occurring
- ✓ Experienced consultants with specialist knowledge



TESTIMONIALS

"Ramez did an excellent job" Sam Evenberg

"... prompt, knew exactly what he was doing, and fixed the problem fast." Tara Aronson

"Thank you for all your help." Jack Armstrong



WHERE TO NEXT!

Call us for a **FREE NO -OBLIGATION Advice.** Our friendly IT consultants will be delighted to assist with your inquiry.

**CALL US TODAY...
1300 500 400**