

IndeServe Company Profile

IndeServe (independent services) is a national services company, providing technical services to corporate and public sector organisations in New Zealand through a network of 18 branches, affiliates and specialised sub-contractors.

Our services cover installation, maintenance, repair, and service delivery management across a company's technical assets and property infrastructure.

Core to IndeServe's philosophy is our 100% focus on customer service, independent of any particular brand of product, equipment or system. IndeServe's frontline experience and skills mean we can deliver quality services, working with the customer's preferred products.



Along with our brand independence and our nationwide capability, IndeServe's service delivery system, called **ServicePoint**, and our 24/7 **National Service Centre (NSC)** are important competitive differentiators. IndeServe's customers use the Web Portal features of ServicePoint to engage with the IndeServe NSC on a daily basis. ServicePoint is fully developed and maintained by IndeServe, allowing IndeServe to uniquely design and tailor the service delivery model to meet the exact business requirements of each customer, including interfaces to the customers' core business applications. The password-secure browser capability allows customers to load and monitor the progress of jobs and have full access to data for reporting.

IndeServe is a quality company; being ISO 9001:2000 certified, and our conformance to high Health & Safety standards include ACC Workplace Safety Management Practices to the Tertiary. These credentials have driven the continued growth of IndeServe's active customer base, which, currently, is in excess of 2,500 businesses, including 150 of the Top 500 NZ companies.



BACKGROUND

From the company's origins in the 1980's, IndeServe has evolved into New Zealand's largest multi-faceted, technical service provider. In those early days, IndeServe research identified the need for a genuine, nationwide services company to meet the demands of large diversified enterprises. It was apparent that a single nationwide service organisation with local branches would reduce travel costs and cut response times from days or weeks, to hours. IndeServe was formed to meet this need and became the country's first nationwide provider of integrated technical services.

IndeServe is a totally different organisation to the small electrical contracting company in Wellington that started up in the 1980's. Today's technical services leadership position has been achieved through innovation in the delivery of quality service, through sound investment in the growth of the nationwide capability, and through a programme of continuous training and development of technicians and staff in all aspects of their jobs competency and in their care for customers.



MULTI-FACETED TECHNICAL SERVICES



IndeServe's position in the services community is characterised by the unique and extensive range of technical services we can provide, across New Zealand. This, combined with the easy access to service via the ServicePoint Web Portal, and the consistent delivery of quality outcomes, attracts new customers to IndeServe as well as forging long-term relationships with existing customers.

IndeServe's core technical services are delivered to all public and private sector organisations.

In addition, IndeServe offers a range of sector-specific services and solutions, which provide unique services for the energy, hospitality and retail sectors.

Core Technical Services



Sector Services

**CORPORATE SECTOR
PUBLIC SECTOR
SME's**

**ENERGY SECTOR
Metering**

also

- Card Payment Kiosks
- Convenience ATM's

**HOSPITALITY SECTOR
GAMING SECTOR**

also

- AssetCare (facility management)
- ClubTech (facility management)
- SmartTill POS
- GamePAY (EGM Cash Control)
- Convenience ATM's



RETAIL BUSINESS SOLUTIONS

In 2010 IndeServe formed a discrete division within the company, called Retail Services. This followed IndeServe's appointment as the exclusive New Zealand distributor of the 'BEpoz' Point of Sale (POS) software application and the highly successful selling and deploying of a uniquely packaged solution to the hospitality sector. Retail Services has developed a total Hospitality Management Solution, including; BEpoz POS software, SmartTill hardware and onsite and remote technical support, backed by IndeServe's enviable service delivery structures and nationwide coverage.



A division of IndeServe Limited

The Retail Services team comprises dedicated salespeople and installation and support personnel. In addition, there is a network of Resellers to provide maximum marketplace coverage.



SHOP@ INDESERVE

In 2010 IndeServe launched the company's Web Shopping Service. Called **Shop@ IndeServe**, it offers IndeServe customers' access to a vast range of equipment including computers, networking, audio and video equipment, printers and storage, and a host of other office equipment at very attractive prices.

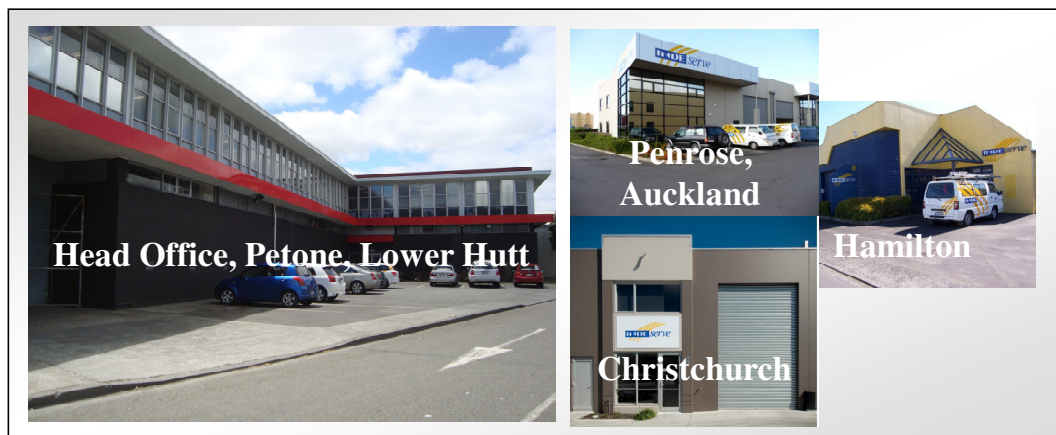


An IndeServe Limited On-line Shop



LOCATION

IndeServe's Head Office is in Ngauranga Gorge, Wellington. The company workforce is approximately 100 in our Wellington, Auckland, Hamilton, Nelson and Christchurch branches, bolstered to in excess of 300 customer-facing personnel by the affiliate and sub-contractor network.





KEY CUSTOMERS

IndeServe has a base of over 2,500 active business customers ranging from medium-sized enterprises to large organisations. IndeServe's major customers read like a New Zealand Who's Who in business and Government, built up over 20+ years of delivering consistent, timely, quality, and cost effective service.

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Accident Compensation Corporation Air New Zealand APC Auckland International Airport Aurecon NZ Avis Bank of New Zealand Bell Gully Bunnings Bupa Care Datacom DB Breweries Department of Conservation Department of Labour Department for Courts Dulux Gen-i GSB Supplycorp Hewlett Packard IBM IHC Inland Revenue Intralot Kiwibank KiwiRail Kumfs Lexel	MetService Ministry of Agriculture and Forestry Ministry of Economic Development Ministry of Education Ministry of Fisheries Ministry of Health Ministry of Housing Ministry of Social Development NZ Qualifications Authority NZ Post NZ Rugby Union Occupational Safety & Health Service Opus Consultants Pub Charity Public Trust Restaurant Brands (KFC, Pizza Hut, Starbucks) Schering-Plough TAB Telecom TelstraClear The Correspondence School The Treasury Transit NZ Vodafone Wellington International Airport Westpac Zintel
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Main Contact Details

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 Internet: www.indeserve.co.nz

For urgent service work you can contact the National Service Centre:

Telephone: 0800 88 66 88
 Facsimile: 0800 32 78 32

For quoted work and projects, simply call the main telephone number and ask for a sales representative or project manager.