

SERVICES PORTFOLIO by IndeServe

IndeServe Limited is New Zealand's sole nationwide, independent technical services company. We have the capability to deliver high quality service across a diverse range of technical infrastructure and equipment, irrespective of brand or supplier. The following table summarises the core services IndeServe provide nationwide. Within each of the listed technologies IndeServe has the expertise and the experience to engage in end-to-end service delivery:

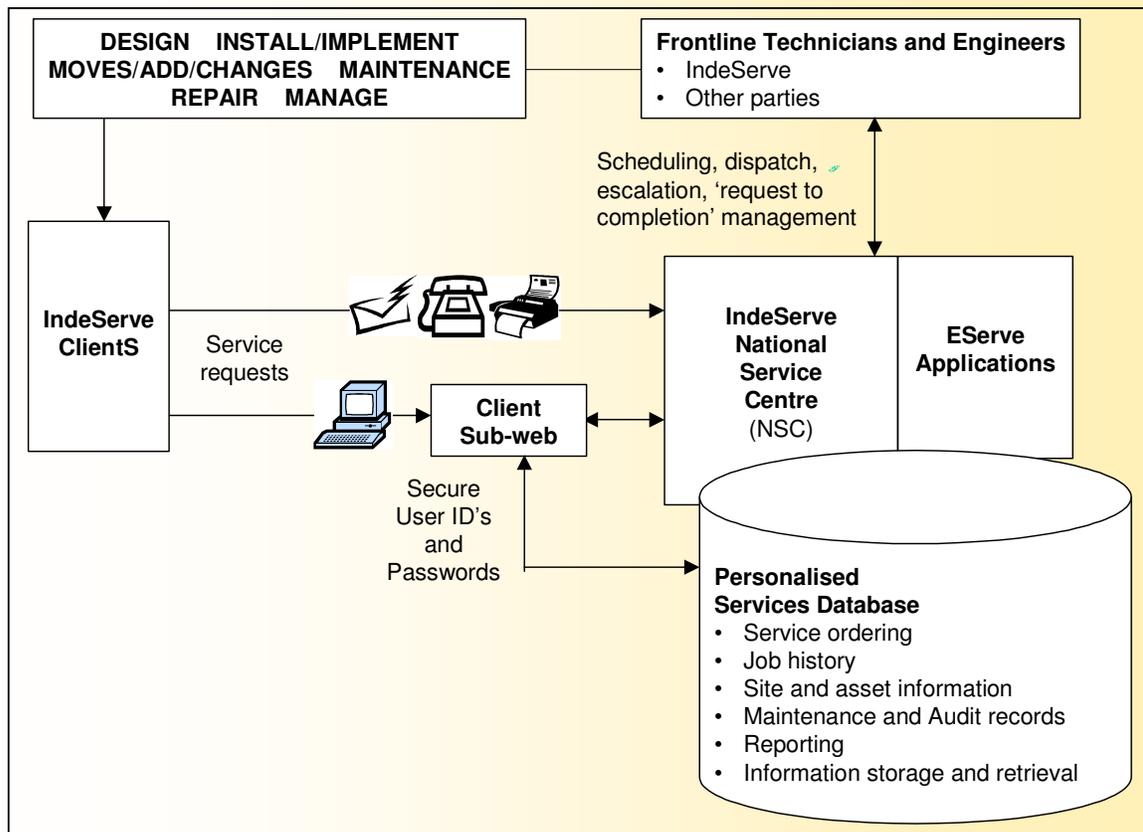
Services supplied by IndeServe nationwide	Design	Install / Implement	MACs	Maintain	Repair	Manage
General and Structured Cabling	Y	Y	Y	Y	Y	Y
Wireless solutions	Y	Y	Y	Y	Y	Y
Electrical Wiring	Y	Y	Y	Y	Y	Y
Switchboards	Y	Y	Y	Y	Y	Y
Power Protection: (UPS' and Generators)	Y	Y	Y	Y	Y	Y
Technology Audits	Y	Y				Y
Telephony (PABX, Phones, Voicemail)	Y	Y	Y	Y	Y	Y
IT Hardware (Servers, Desktops, Notebooks, Printers, POS, Modems, Hubs & Switches)	Y	Y	Y	Y	Y	Y
IT Software	Y	Y	Y	Y		Y
Metering	?	Y	Y	Y	Y	Y
Managed Services	Y	Y	Y	Y	Y	Y
ServicePoint: Service desk applications. (ASP Hosting and Outsourced Operations)	Y	Y	Y	Y	Y	Y
Information Storage: Documentation Management & Retrieval	Y	Y	Y	Y		Y
Project Management and Service Delivery Management	Y	Y	Y	Y	Y	Y

SERVICE DELIVERY BUSINESS PROCESSES

Underpinning the supply of services from IndeServe are a robust set of business processes, made efficient and highly productive through two decades of practical application and development.

Major investment in software developments has produced a suite of business applications, wholly Internet-based, that are accessible by IndeServe, our customers and other authorised stakeholders. This provides a unique level of transparency throughout the service delivery cycle. The web-browser based access to the systems means customers can optionally load

their own service requests (or by phone, fax, etc) and monitor all work in progress, as well as access history records for site and systems service information. IndeServe's National Service Centre (NSC) and the EServe software applications are pivotal to the overall end-to-end delivery process.



THE SERVICES PORTFOLIO

GENERAL AND STRUCTURED CABLING SERVICES, INCLUDING WIRELESS SOLUTIONS

This is a core technical service upon which IndeServe has built a second-to-none track record throughout New Zealand. IndeServe offers the full spectrum of general and structured cabling services, and wireless solutions. All consultants, project managers and frontline technicians are certified and engage in ongoing training to provide the highest standards of design, installation and maintenance services.

IndeServe's Designers and Technicians are constantly trained to the industry and manufacturers standards to ensure a high degree of competency to ensure quality installations. This is more important as new emerging technologies are pushing the bounds of cabling. At the base level we adhere to the numerous Australian / New Zealand standards including:

1. AS/ACIF S008 Requirements for Authorised Cabling Products
2. AS/ACIF S009 Installation Requirements for Customer Cabling (Wiring Rules)
3. AS/NZS 3000 SAA Electrical Wiring Rules
4. AS/NZS 3080 Integrated Telecommunications Cabling for Commercial Premises
5. AS/NZS 3084 Commercial Building Standard for Telecommunications Pathways and Spaces
6. AS/NZS 3085.1 Administration of Communications Cabling Systems - Basic Requirements
7. AS/NZS 3086 Telecommunications Cabling Systems for Small Office / Home Office Premises
8. AS/NZS 3087 Testing of Balanced Communications Cabling
9. AS/NZS 4117 Surge Protective Devices for Telecommunication Applications

In our independent, brand neutral capacity, IndeServe can source and implement most of the favoured brands of cable and cable management systems: including Krone, AMP, Molex, Beldon, and Panduit. All manufacturers follow AS/NZS these

standards in the design of their product. On top of complying with the standards our Designers and Technicians are trained on each individual product from each manufacturer to ensure correct installation of their product. All work is comprehensively tested and can be certified for manufacturers' guarantees and warranties.

Our services are 'end-to-end':

- Design
- Installation and planned maintenance
- Fault repairs
- General moves, adds, changes (MACS)
- Comprehensive managed services

IndeServe's standard practice includes the preparation and maintenance of As-built drawings for all installations and MACs. This documentation is stored on the customer's behalf in a secure Extranet web site, with customer access provided via web browser technology. Our structured cabling fault/repair services are available on a 24/7 basis.

ELECTRICAL SERVICES

IndeServe's earliest commercial engagement, back in the 1980's, was the provision of electrical wiring services. Electrical services continue as one of IndeServe's core functions. A high percentage of our infrastructure services typically involve an element of electrical and cabling work and most of our multi-skilled frontline technicians are qualified in both disciplines. Consequently, costs are low and efficiency and productivity are high, translating into reduced costs to our customers. Our philosophy of no job being too big or too small means that simple jobs like replacing light bulbs or moving a power point are attended with the same sense of urgency and attention to quality as large installation projects.

IndeServe offers a comprehensive range of electrical services including:

- Wiring design
- General wiring installation and maintenance
- Switchboard installations (also see maintenance and inspection services below)
- Lighting – installation and planned cleaning/replacement programs
- Electrical fault repair services
- Energy Efficiency Audits and recommendations on minimising energy costs.

IndeServe is a major player in the electricity metering business currently holding the Field Services Partnership Contract with NGC for all metering services from New Plymouth/Gisborne to Wellington. We are a metering Test House certified to meet stringent EGR regulations. IndeServe works to NZ Electrical Regulations 2003, AS/NZS 3000:2000 Wiring Rules and any relevant AS/NZS Standards. Our electrical fault/repair services may be accessed on a 24/7 basis.

SWITCHBOARD MAINTENANCE AND INSPECTION SERVICES

Switchboard reliability and adequacy for purpose make them central to business continuity and safety. They are often not given the regular attention they deserve to ensure key systems, on which the business depends, are robust and highly available. IndeServe offers comprehensive preventative maintenance programmes for switchboards based on scheduled inspections (the frequency of which is tailored depending on various factors). This includes the completion of a Maintenance Checklist by a Registered Electrician and infrared heat tests to pinpoint trouble spots or identify potential overloading. Our Switchboard fault/repair services are available on a 24/7 basis.

POWER PROTECTION: UNINTERRUPTIBLE POWER SUPPLY (UPS) SERVICES

UPS systems are primarily installed for maintaining business continuity: ensuring power is delivered smoothly and continuously, avoiding damage to key business systems; allowing continued operation when mains power is lost or, at the very least, allowing safe shutdown of those systems. And yet it is not uncommon that, once installed, a UPS is forgotten – until it fails. Ensuring the continued reliability and performance of every UPS requires a planned maintenance program that may include:

1. Battery checks (usually five-year warranties, but often fail after 3 years)
2. Maintenance checks on general operation: fans, dust ingress, etc
3. Disaster recovery tests

Along with design, configuration and general installation/repair services, IndeServe offers a comprehensive UPS Planned Maintenance Program to business of all sizes. This involves scheduled visits working to a prescribed checklist, conducted by a Registered Electrician. All information and recommendations are documented and supplied to the customer for their information and/or action.

IndeServe employs some of New Zealand's most experienced UPS engineers and consultants, experienced with most of the brands available: eg, APC, PowerWare, Liebert and others. Our engineers also provide expertise for maintaining generators for some of New Zealand's largest enterprises. Our UPS fault/repair services are available on a 24/7 basis.

TECHNOLOGY AUDIT SERVICES

The widespread frontline capability that IndeServe provides (technicians in 17 locations throughout New Zealand) makes the company an obvious first choice for nationwide technology audits for enterprises with a national infrastructure. To support this physical capability, IndeServe has developed auditing systems and processes that can be easily adapted for each audit.

The requirement may be to gather knowledge on existing underlying building and technical infrastructure (eg rooms, electrical services, cabling, other) or to identify what equipment is located on that infrastructure (eg computers, phones, network products, other). Gathering this information quickly and knowledgeably, documenting it in a readily usable format and enabling it to be analysed in different ways by the business, are key benefits offered by IndeServe's solution. IndeServe employs secure web-based information repositories as a method of gathering information that is then accessible only to Authorised Password-protected Users (IndeServe, The Client and Other Approved Stakeholders).

IndeServe has project managers specifically skilled and experienced in the unique aspects of conducting professional, discreet technology audits for customers. They are accustomed to working to rigid timetables and employ all of the professional tools of trade to ensure documentation and client communication is of a high standard.

TELEPHONY (PABX, PHONES, VOICEMAIL)

IndeServe has experience in, and provides, a wide range of telecommunication services, embracing Inside Plant, Outside Plant and Customer Premises.

Inside Plant includes:

- Switch Room build
- Tele-housing data centres
- Cable tray
- Power supply
- Rack installation

Outside Plant includes:

- Fibre-jointing
- Trenching and thrusting
- Copper jointing
- Cable TV installation
- ADSL installation
- Residential installations

CPE includes:

- PABX installation (small to medium)
- Individual line and data circuits
- Large PABX installation (in conjunction with suppliers)
- Voice Mail
- Office relocations
- Faults
- MAC's (moves, adds and changes)

In this ever changing industry IndeServe is continuing to adapt to meet our customers requirements. We have the resources and expertise to handle any type of work from a major switch room build including installation of generators, UPS's, electrical & data cabling and racks to a minor residential installation of a bedside phone. Of major importance to end-customers is our relationship with specific equipment suppliers – we provide front-line field services for many key suppliers, such as Ericsson, NEC and Telecom Corporate Services.

Our telephony services are available on a 24/7 basis.

IT HARDWARE AND SOFTWARE SERVICES (SERVERS, DESKTOPS, NOTEBOOKS, PRINTERS, POS, MODEMS, HUBS & SWITCHES)

IndeServe has a specialist team of computer engineers, trained and experienced in a wide range of hardware and software to provide nationwide, end-to-end life-cycle service. This includes:

- Comprehensive site support services to maintain the high availability of LAN technologies: servers, PCs, laptops, software, printers, switches, cabling and electrical infrastructure
- Nationwide technology rollouts and/or systems upgrades
- Ad hoc moves, adds and changes
- Ad hoc repairs: on site and workshop
- Design and Proof of Concept labs
- Nationwide remote monitoring, management and problem resolution from our Wellington workshop

Our IT hardware and software services are available on a 24/7 basis.

METERING SERVICES

IndeServe's ability to adapt our general technical acumen to specific business requirements is emphasised by the establishment of our metering maintenance and repair services for one of New Zealand's leading energy suppliers.

OTHER TECHNOLOGY SERVICES

Because of our technical diversity and the ability by IndeServe to provide fast, efficient service throughout New Zealand, the organisation is in an excellent position to respond to similar demands across other specialist technologies. There are many other examples of IndeServe's flexibility – eg EFTPOS, ATMs, TOUCH-SCREENS, Site Controllers monitoring every Class 4 gaming machine in New Zealand (for the DIA), and others.

MANAGED SERVICES

Underpinning the frontline technical services that IndeServe delivers nationwide are a rich set of business processes, methodologies and procedures that have been progressively developed as IndeServe has developed into New Zealand's leading technical services provider. When combined with the management experience within IndeServe's account management and project/service delivery management teams, plus the in-depth business relationships that IndeServe has forged with New Zealand's major technology vendors, IndeServe is well positioned to provide comprehensive facility and asset management services for organisations that wish to benefit from outsourced, external expertise, rather than duplicate this internally.

IndeServe offers a range of programmes designed to meet varying degrees of ownership that will have IndeServe assume total or partial responsibility for maintaining the high availability and integrity of an organisation infrastructure and assets.

SERVICEPOINT: SERVICE DESK APPLICATIONS (ASP HOSTING AND OUTSOURCED OPERATIONS)

ServicePoint is a suite of web-based service desk applications that have been developed by IndeServe Limited, in New Zealand, to administer the sourcing, supply and management of all types of installation, maintenance, repair and support services.

ServicePoint from IndeServe fulfils two important functions:

1. **Single Point Of Contact** for seeking prompt service

2. Single Point Of Control for managing timely and efficient service.

Initially, we developed these applications to handle the nationwide delivery of technical services to our 2,500 customers. The intensive usage of these applications has produced a robust and rich product-set, designed for New Zealand requirements and business conditions.

The applications have now been packaged for sale and are available for other organisations to manage the delivery of their services internally to staff, externally to their customers, or both. *ServicePoint* offers any business, irrespective of size, a cost-effective solution for managing the timely and efficient completion of service.

The applications for *ServicePoint* are wide-ranging:

INWARDS-FACING

- A Help Desk system for recording, managing and resolving staff requests for assistance
- Managing scheduled maintenance and repairs on property and key business infrastructure and assets
- Asset management

OUTWARDS-FACING

- Customer service: installation, maintenance, repairs, moves/adds/changes, support, assistance
- Project management
- Ad hoc jobbing
- Facilities management
- Warranty service and management
- Asset management

HOW TO USE ServicePoint From Indeserve

Any organisation that has access to the Internet can run *ServicePoint*. Authorised Users are provided with password-secure access.

There are two ways *ServicePoint* can be used:

1. As an ASP solution – ie, all aspects of the system are operated by the customer, hosted by IndeServe, and charged on a "Pay Per Use" basis
2. Outsourced to IndeServe to provide a total managed service with full access to the hosted information

Either way the only requirement is access to the Internet. IndeServe will take care of the rest! *ServicePoint* can operate standalone or can be adapted as a 'front-end' to other business applications such as job costing, general ledger, etc. Because the system is web-based, Authorised Users have access to all application privileges afforded by their password-secure entitlement. *ServicePoint* offers a range of service 'request to completion' functions, including:

- Logging requests: Faults, Assists, Change and Work Requests, Scheduled Maintenance
- Pricing, Quotations, Approvals
- Scheduling and Dispatch of Resolvers (internal or external, staff or contractors)
- Monitoring progress of jobs
- Job notifications, updating and completion details
- Service Level and Escalation Management
- Contractor and Supplier Management
- Asset / Stock management
- Storage and retrieval of service, site and asset information
- Reporting and analysis

INFORMATION STORAGE: DOCUMENT MANAGEMENT & RETRIEVAL SERVICES

The business systems and processes that IndeServe has developed to manage our service delivery business are quite sophisticated. Because the systems are our own design and developed and maintained in-house, means that many of our customers have tuned key modules of the systems to provide unique business advantage. As well, the software applications have been entirely built around industry-standard Internet web-browser technology and Microsoft SQL databases.

The information storage, management and retrieval modules are an excellent example of this having been brought into play. IndeServe hosts firewall protected information storage services for hundreds of our customers. They have Authorised Password-Secure access to their information, 24 hours a day. This includes:

- Service history records
- Service records in progress
- As-built drawings, Photographs, Network plans
- Site records
- Scheduled maintenance records
- Asset information
- Stock information
- Other

IndeServe's web development team and IT consultants are available to work with customers to design and develop solutions to meet specific business requirements.

PROJECT MANAGEMENT AND SERVICE DELIVERY MANAGEMENT SERVICES

Project management forms a pivotal role in IndeServe's service delivery methodology. IndeServe operates a team of project managers in our major Wellington and Auckland branches to oversee and manage local and nationwide projects and each of the other branches or affiliated service centres have project management expertise to deliver local projects.

Outside of the simplest ad hoc/contract MAC work, the nature of IndeServe's work will typically involve an element of site inspection, design, product supply, technical resourcing, implementation management and acceptance testing. IndeServe has robust methods and processes developed from years of practical experience by a team of proven professionals.