

SAMSONS

Your Technology Partner



Capability Statement

solutions with service

ABOUT US



Established on the 1st April 1977, Samson Communications is all about innovating solutions. Our aim is to build long-term relationships with our customers, working together with you to ensure your ICT infrastructure is reliable, relevant and current to your needs and your site conditions.

The numerous high-class data and communication models developed and offered by Samson Communications are a result of over 38 years of meeting customer demands for specialised and customised solutions. We are dedicated to providing proven technology that will not become redundant and furthermore we only offer supported brands.

Our Values

- Absolute Integrity;
- Customer Service above all else;
- Care and Respect of the Individual;
- Excellence in all things with continuous improvement

OUR_{point of} DIFFERENCE



Our Services

Samson Communications provides quality telecommunications and data solutions, with a commitment to customer service.

Our Focus

Professional Telephony, IP and Hosted PBX, Hosted Desktop [DaaS], Data Cabling and Networking, Mobility and Satellite Solutions, Nurse Call, and all things ICT.

Our Goals

To deliver flexible cost-effective systems that can be configured to meet a diverse range of needs and environments. We aim to provide high-quality, well-engineered, technology solutions which enable companies to meet their business goals more effectively.

Our Customers

Large and Small Business, Mining and Industrial Sectors, Aged Care, Government Departments Of Health, Education and Defence In South Eastern Queensland, including The Darling Downs, Surat Energy Resource Province, South Burnett, South West Region [Maranoa, Balonne, Charleville] and Northern NSW.

ORGANISATION



Management

Our relatively flat organisational structure allows invaluable interaction between staff and management, encouraging our highly skilled technicians and administration staff to be involved in the decision making process.

Team

Our Team brings together broad industry experience and exposure to provide value added end-to-end, up to date solutions and services.

Delivery

Our distinctive service delivery style has provided us a proven framework in which we work with clients; each and every project is approached with integrity and a desire to provide our client with maximum value.

Continuous improvement is a core driver and the company scans new products released and monitors global developments in the use and delivery of communications and data solutions. CCIQ membership ensures we keep current with digital readiness advancements and technology.

QUALITY Management



Samson Communications has a quality management system that aligns with ISO9001:2008 standard and we are currently undergoing ISO 9001 certification. Our Quality Management System is subject to continuous auditing and review and provides the benchmark for the quality of the business. In addition we are GITC certified along with QAsure accredited. [GITC: Q-5243, QAsure: 10602]

Workplace Health and Safety

Samson Communications has a comprehensive Workplace Health and Safety system provided by Electrical and Communications Association. The Safety Connect system is tailored to the needs of telecommunications and electrical firms and provides documentation as well as training and toolbox meetings, required to ensure safety, performance and onsite risk management.

Environmental Management System

Samson Communications has an environmental policy that minimises impacts on the environment. The company selects energy efficient products and keeps vehicles professionally serviced and maintained to minimise unnecessary vehicle emissions. All waste and packaging is disposed of in an appropriate way using a recycling management organisation.

Risk Management System

Samson Communications has a risk management strategy that ensures delivery for all contracted services. Samson Communications has relationships with other high quality suppliers who provide product guarantees and warranties.

These supply links support contract delivery. The company also has a network of reliable subcontractors to undertake work at peak demand times.

BUSINESS Details

Legal Entity: SAMSON COMMUNICATIONS PTY LTD ATF
SAMSON GROUP TRADING TRUST
Trading Name: SAMSON COMMUNICATIONS
ACN No: 126 180 961
ABN No: 59 934 653 064
Date of Incorporation: 20/06/2007
Street Address: 1 Sowden Street, Toowoomba, Qld, 4350

Main Contacts: **Managing Director: Stephen Samson**
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Email: samsons@samsons.com.au
Web Address: www.samsons.com.au
Postal Address: P O Box 7095, Toowoomba St, Qld, 4350

Insurances

- WorkCover
- Public Liability
- Professional Indemnity
- Management Liability
- Product Liability

RESOURCES



Equipment

In addition to our workshop in Toowoomba, we run a fleet of equipped service delivery vehicles including 4x4 vehicles, enabling us to offer a 24/7 on call service to the entire region.

Capital technical resources include industry specific testers for copper and fibre optic cabling and cable splicers. We also maintain 2 fully compliant WAH outfits complete with appropriate test and monitoring equipment and trained personnel for communication tower transmission maintenance.

People

Samson Communications employs 14 staff. The company is dedicated to ongoing up skilling and relevant industry training ensuring our technicians are at the forefront of ICT developments. Cross skilling is a major element of our training plans enabling us to fully serve our 24/7 support plans under all circumstances.

Being a member of the Master Electricians Australia, Samson Communications has a strong focus on risk management. Regular meetings and relevant training sessions are held to ensure continuous compliance and awareness with ECA Safety Connect.

With a very low turnover of staff the company has built a loyal and company focused team of employees who not only have the best interest of the business at heart, but more importantly our customers and their businesses.

EXPERIENCE & qualifications of Key Technical Staff

Stephen Samson - Managing Director and founder
- April 1977: Electrical Contractor, ACA Cabling License, General Site Safety Inducted, D-Link Certified Network Engineer and D-Link Certified Network Professional, Cert 4 PV Electrical Systems Work Safely at Heights

Rod Jurgs - General Manager: 12 years Defence Communications, 11 years private sector communications, 15 years with Samson Communications, ACA Cabling License, Advanced Certificate in Telecommunications, RadHaz Awareness, Asbestos Awareness, Tower Climbing and Rescue Skill Set [includes Work Safely at Heights], General Site Safety Inducted.

Rick Fry - Operations Manager: Electrician, ACA Cabling License, RadHaz Awareness, Asbestos Awareness, Tower Climbing and Rescue Skill Set [includes Work Safely at Heights], General Site Safety Inducted. 24 Years with Samson Communications.

Kevin Hallas - Systems Specialist: Bachelor of IT [USQ], ACA Cabling License, RadHaz Awareness, Asbestos Awareness, Tower Climbing and Rescue Skill Set [includes Work Safely at Heights], General Site Safety Inducted. 18 years with Samson Communications.

Stuart Fry - Senior Technician: ACA Cabling License, Asbestos Awareness, General Site Safety Inducted. 18 years with Samson Communications.

Zachary Wright - Technician: - ACA Cabling License, Asbestos Awareness, Tower Climbing and Rescue Skill Set [includes Work Safely at Heights], General Site Safety Inducted. 10 years with Samson Communications.

Scott Grams - ACA Cabling License, Tower Climbing and Rescue Skill Set [includes Work Safely at Heights], General Site Safety Inducted. 5 years with Samson Communications.

Simon Spann - IT Technician: Traineeship in Information Technology [Samson Communications] - Cert III IT. 3 years with Samson Communications

Keegan Walsh - Electrician
1.5 years with Samson Communications

CAPABILITIES



DATA SOLUTIONS

Structured Cabling

- Copper
 - Cat5
 - Cat6
 - Cat6A
- Domestic
- Industrial
- Commercial

Certified Cabling

[with 25 year certification]

MOLEX, KRONE and SIEMON

- Telecommunications
- Networking
- High Performance Data/Communications solutions

Fibre Optic installation and splicing

- Fibre Optic
 - OM1
 - OM2
 - OS1

Nurse Call

- Integrated:
 - Smart Caller
 - Sedco
- Stand Alone:
 - Smart Link
 - Smart Caller
- LAS
- Tunstall Installer
- 24/7 Support

Power Protection

[APC, CRITEC, Novaris]

- Uninterrupted Power Supply [UPS]
- Surge Filters for Power and Phone lines

Audio Visual Solutions

- Projectors
- Speaker Systems
- PA Systems
 - Analogue
 - Barix IP PA Systems

CAPABILITIES.../cont



VOICE SOLUTIONS

Hosted PBX

[Broadsoft Platform, Broadtouch Application]

- Internet Provision - DSL Modems, Copper OR Fibre Optic
- Layer 2 and layer3 switches
- SIP Handsets
- IP Handsets
- Routers
- Firewalls
- Hardware Offsite
- GUI Configuration
- Carrier Plans

Mobility and Accessories

[Mitel, Uniden, ASCOM, Spectralink, Polycom/Kirk, Plantronics, Pivotel]

- DECT and WiFi Cordless Solutions
- Satellite Technology
- Asset Tracking
- Cordless Headset Solutions

On Premises PABX

[Mitel, Samsung, Panasonic, Hybrex]

- IP Trunks
- ISDN Trunks
- PSTN Trunks
- Analogue, Digital, IP and SIP Extensions
- GUI Configuration
- Legacy Systems
- IP Systems
- DECT Cordless
- Nurse Call Interfacing
- Unified Communications and Collaboration
- Virtualization and Mobility
- Contact Centre and Industry Solutions

Remote Communications Solutions

[Speedcast, VSAT Networks]

- Remote Communication Solutions
- Dedicated Satellite Networks
- Teleporting Solutions

CAPABILITIES.../cont

IT SOLUTIONS

Cloud Computing

- Hosted Virtual Desktop
- Enterprise Grade Infrastructure
- Premium Security
- Full Data Sovereignty [your data resides in Australia]

Networking

- D-Link Wi-Fi and Network Solutions
- MERU High-performance wireless networks
- IP Surveillance and Security
- On Premises Broadband Multimedia

Network infrastructure design

- Wireless
- Network Switches
- Firewalls
- Routers
- Network Installations and Configurations

IT Consulting

- Site inspections
- Review of network and server infrastructure
- Review of Backup Solutions

MAINTENANCE and SUPPORT SOLUTIONS

- 24/7 Maintenance and support
- Mobile Carrier Site Maintenance via Kordia Solutions
- Telstra UCD Maintenance Contractor
- Samsung customised maintenance solutions
- Hybrex customised maintenance solutions
- VoIP Integrated Technical Support Contractor
- Fujitsu Service Contractor
- CDM maintenance and support
- Voice and Data auditing

PREFERRED SUPPLIERS



FEATURE PROJECTS_{and Clients}

Samson Communications' track record in all sectors of government, business, industry and commercial is extensive, spanning over 30 years of project and service delivery.

With an active debtor base of over 350 customers plus over 150 additional clients and sites serviced and maintained through third party maintenance contracts, we value each and every job, no matter the size as a respected and unique undertaking. We are proud to highlight some of the more notable projects completed in recent years and as well as key and loyal client whom we continue to service.

VOICE, DATA AND CABLING

HEALTH SECTOR

- Queensland Department of Health
 - Goondiwindi Hospital – Network Cabling Upgrade to old Nurses Quarters.
 - 24/7 Maintenance Support to regional QHealth sites.

- Private Hospitals
 - St Andrews Hospital Toowoomba; 24/7 maintenance of the Hospitals Aastra Phone system and Integrated DECT Cordless Network Solution; Network Cabling works; Supply and Installation of Samsung Phone systems to various individual Doctor's suites.

AGED CARE PROVIDERS

- Carramar, Stanthorpe: Supply and installation of Aastra Phone system with integrated DECT cordless interfaced to Nurse Call; Network cabling works; Maintenance of Nurse Call and Phones System.
- Villa-Carramar, Stanthorpe: Supply and installation of Aastra Phone system, interfaced and installed Kirk DECT cordless system, interfaced to Nurse Call. System Maintenance.
- Yukana Aged Care and Metro Church: Major Network cabling upgrade, Supply and installation of Nurse Call System [Smartcaller], PBX [Aastra] DECT Cordless integrated to Nurse Call, System Maintenance.
- Blue Care - Toowoomba; Design, Supply and Installed Aastra Phone System with Integrated DECT cordless system, interfaced to the in-house Nurse Call system; cabling works; System Maintenance.
- Blue Care - Kingaroy, Lowood, Toogoolawah: Installed and maintain Aastra Phone System with Integrated DECT cordless system interfaced to the in-house Nurse Call system; System Maintenance.

- Village on the Downs: Provision of Internet fibre and carrier services to service the supplied and installed Motorola DSLAM that interfaces with existing copper cabling feeding extensions to the existing Hybrex PBX; working with Southern Cross Community Telco to provide individual room billing; Smartlink Medi-call Diallers and Tunstall Medical Alarm; System Maintenance.
- Salem: Major Network Cable upgrade ready for Mitel IP PBX with Nurse Call Interface; System Maintenance.
- Glenwood: Installed Aastra phone system with Nurse Call interface: System Maintenance.
- Ningana: Supplied and Installed Aastra PBX with DECT cordless handsets, interfaced to an installed and supplied Smartcaller HP3 handsets in every room – interface with existing Nurse call system throughout the complex with Fire panel alert, work with Southern Cross Community Telco to provide individual room billing; System Maintenance.
- Brodribb Nursing Home: Supplied and Installed Samsung PBX; working with Southern Cross Community Telco to provide individual room billing.
- Glenvale Villas: Network cabling and System Maintenance of the Aastra Phone system and Nurse Call system.
- Lourdes Aged Care: Installed Samsung PBX and Kirk DECT system; System Maintenance.

DEPARTMENT OF DEFENCE

- Oakey: Phone system upgrade, data and fibre cabling; and 24/7 maintenance of Aastra PBX system.
- Cabarlah: Data and fibre cabling; and 24/7 maintenance of Aastra PBX system. Singapore Air force, Oakey: Data cabling; maintenance of Aastra PBX system.

QUEENSLAND POLICE

- 24/7 Maintenance Support to regional Police Stations for Alcatel-Lucent PBX

EDUCATION SECTOR

■ USQ

- Preferred Contractor for Data cabling; recently carried out major Cabling Upgrades to Y Block, Chemistry Research Faculty and Fraser Coast Campus Library.

■ Catholic Education

- Telephony and Network Cabling Solutions provision to SEQ Catholic Education Schools. and Administration sites including Aastra and Samsung and ongoing System maintenance.

■ Private Schools

Telephony and Network Cabling Solutions provision and System maintenance

- Christian Outreach College
- The SCOTS PGC College, Warwick
- Toowoomba Christian College
- The Toowoomba Preparatory School
- Concordia Lutheran College Toowoomba
- Dalby Christian College

■ Childcare

- Kath Dickson Family Centre: Supplied and Installed Samsung Phone system and Network Cabling Solutions.
- A Country Garden Childcare Centres: Supply and Installation of Network cabling and Samsung Phone systems.

QUEENSLAND DEPARTMENT OF EDUCATION

■ SEQ Schools

- Maintenance for Aastra and Mitel Phone Systems for Various SEQ schools
- Preferred Mitel Installers

■ B.E.R. Projects

Network Cabling Solutions supply and installation for:

- Goondiwindi State School
- Oakey State School
- Charleville State School
- Miles State School
- Stanthorpe State School and State High School

■ Flying Start Program Projects

Network Cabling Solutions supply and installation for:

- Goondiwindi State High School
- Oakey State High School
- Allora State High School
- Pittsworth State High School

DEPARTMENT OF PRIMARY INDUSTRIES

- Network Cabling Solutions and 24/7 Phone System Maintenance for Toowoomba, Leslie Research Centre, and Dalby.

LOCAL GOVERNMENT [COUNCILS]

- South Burnett Regional Council: Established Telecommunication client since late 90's. Recently transitioned voice communications to VOIP infrastructure across each regional site, incorporating design supply and installation of Samsung IP PBX networked systems with IP wired and Wi-Fi handsets, MERU Wi-Fi network and networking via Microwave IP link across various sites. New solution service sites include Kingaroy, Blackbutt, Murgon, Proston and Wondai offices and depots.
- Murweh Shire Council, Charleville: Design, supply and installation of Aastra PBX with ongoing maintenance and upgrades.

MINING AND INDUSTRIAL

- Tarong Energy: 24/7 critical system maintenance on Aastra MD110 PBX in the Annex.
- CFMEU Mining And Energy Division: Installation 24/7 maintenance of the Mitel system.
- Roach Brothers Millmerran: 24/7 maintenance of NEC PBX system.
- Syntech Resources, Miles: 24/7 maintenance of the Mitel system.
- Golding Contractors, Kogan: Installation and 24/7 maintenance of the Aastra system.
- Des Caling Drilling: Supplied and installed Samsung IP-PBX Phone system.
- MC (QCLNG) JV at McConnell Dowell: Supplied and installed Samsung IP-PBX Phone system.

COMMERCIAL

■ Automotive Industry

- Toowoomba Holden, Westar, Hyundai Dealerships: Design, supply and installation of Aastra PBX with integrated DECT cordless system with ongoing upgrades and maintenance. Network cabling solution servicing the sites.
- Wippells Auto: Design, supply and installation of an Aastra PBX [with integrated DECT cordless] IP networked solution servicing Toowoomba main office, Anzac Avenue Depot and the Warwick Dealership. Ongoing upgrades and maintenance.
- Tilley's Crawler Parts: Design, supply and installation of Aastra PBX system with integrated DECT cordless with ongoing maintenance.

■ Businesses

- Ambrosiussens Accountants: Total ICT client, with Enterprise class technology such Hosted PBX on the Broadsoft platform, using Polycom handsets. Carrier services via AMCOM. Dell Windows Server Solution and desktops using D-Link Enterprise switches.
- Empire Theatre Toowoomba: Supply and Installation of Aastra A470 IP-PBX with ongoing maintenance.
- Weis Frozen Foods: Major Network Cabling works. Design, supply and installation of Aastra PBX systems for Toowoomba and Brisbane offices, IP trunk networked. Ongoing Maintenance.
- JJ Richards: Major Network Cabling upgrades
- Haymans Electrical: Supply and installation of Samsung PBX systems with associated cabling upgrade infrastructure and ongoing maintenance to several SEQ branches

■ COMMUNITY

- South Burnett CTC: Provide and Maintain PBX Systems
- St Vincent de Paul Society: Provide and Maintain PBX Systems
- The Outlook, Boonah: Design, supply and Installation of Aastra PBX with integrated DECT cordless coverage.
- Endeavour Foundation: Provide and Maintain PBX Systems

■ HOSPITALITY

- Extensive loyal custom base of motels in SEQ and the wider district, providing Hybrex Hospitality Phone Systems, installation and maintenance.

INFORMATION TECHNOLOGY RECENT PROJECTS

- Aspect Architects and Project Managers: Migrate to new server hardware and Windows Small Business Server 2011 and incorporate with current server and network infrastructure.
- PMA Insurance: Migrate from Linux server with a windows terminal server to 1x Windows Small Business Server 2011 and 1x Windows server 2008 r2 terminal server.
- ARB Toowoomba: Migrate from Linux mail and file server to Windows Small Business Server 2011.
- AG Rigging: Migrate from Linux mail and file server to Windows Small Business Server 2011.
- Clifford Gardens Motor Inn: Install new wireless access points to ensure coverage to all rooms in motel.

MAINTENANCE AND SUPPORT SOLUTIONS TRACK RECORD

■ THIRD PARTY MAINTENANCE CONTRACTS/AGREEMENTS

- Kordia Sites - Radio Base stations and Microwave and Antennae - 24/7 Maintenance – since 1998
- Ericsson TN and Mini Link
- Huawei Radio Equipment
- Codan and Nokia Microwave
- Andrews Antennae Systems
- Telstra UCD Support for Aastra, Mitel, NEC - 24/7, Business Day and Customised Plans through Telstra UCD Division Maintenance – Department of Defence, Education Queensland, Qld Health and private sector - since 1986 (formally Ericsson Maintenance and Damovo Maintenance)
- VoIP Integrated Technical support for Alcatel Systems – Qld Health, Qld Police – since 2007
- Fujitsu Service – Defence – since 2010

■ SAMSON COMMUNICATIONS CUSTOMISED MAINTENANCE CONTRACTS

- Samsung - Customised Maintenance Plans for Voice Systems and PBX – since 2001
- Mitel [Aastra/Ericsson] - Customised Maintenance Plans for Voice Systems and PBX – since 2010
- Hybrex - Customised Maintenance Plans – since 2001



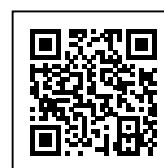
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Cloud Video