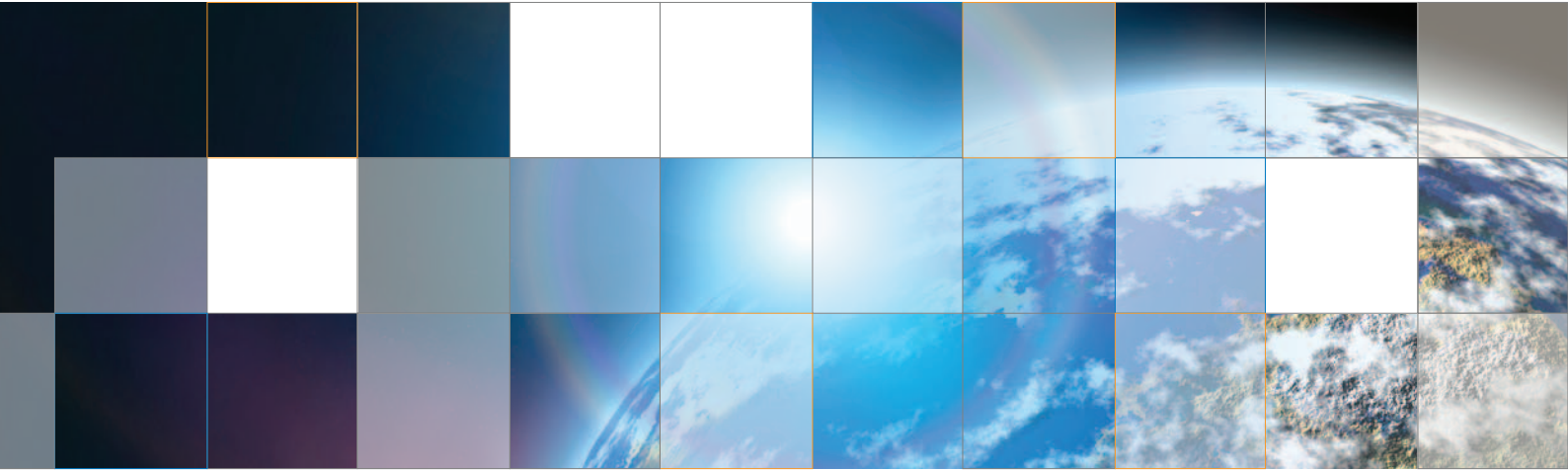


TRT

articles



Making the Complex Simple

TRT's Global Break / Fix Service

Global SLA, Any Platform, Anywhere, Centrally Driven

Since 1997, TRT has powered a wide range of business-critical solutions partnering with customers such as Repco, Macquarie Bank, Australia Post, BlueScope Steel, Alcatel, Australian Department of Immigration, Shell and a host of businesses large and small throughout Australia and Asia. Throughout 2008 /09 as strong growth continued across both Australia and Asia, TRT announced their global expansion program.

Following that announcement, TRT has officially opened offices in Malaysia, Singapore, Hong Kong, Philippines, Brazil, USA and Russia. And the expansion plans don't stop there. With demand for TRT's global Break / Fix services continuing to increase, further offices are planned within the EU during the later stages of 2010.

TRT's core business offering is in designing, implementing and maintaining IBM, HP and Sun Enterprise IT platforms. TRT takes the stress, risk and complexity out of managing core IT systems by taking accountability for keeping your system running efficiently and securely whilst providing you with the ability to maintain complete control over your environment.

Over the past 18 months of the global financial crisis, business leaders were faced with balancing costs with making smart investments to position the business for renewed growth when the economy turned. Despite the spending freeze in place across the industry during that time, TRT has experienced a period of strong growth, primarily in the Break / Fix solution offer. This demand has been driven by the market's rapid change of focus from growth to efficiency as the top priority. IT leaders are being asked to maintain service levels and improve IT performance all in an environment with fewer resources and shrinking budgets. That's why TRT's Global Break / Fix services are so attractive. They are designed to reduce capital expenditure and overheads, yet carry strict service level agreements to ensure that your security, performance and business objectives are absolutely met.

The Difficulty with Managing a Global IT Network

"Multinational organisations with infrastructure assets scattered throughout the globe traditionally have maintenance and service agreements which are fragmented, regional and misaligned to the overall service levels required to support the business in a 24/7 global environment." says Domenic Romanelli, Managing Director of TRT.

The organic growth of the infrastructure over time and limited available resources and skills globally means IT departments inherit:

- A multitude of complex and disparate regional contracts and suppliers;
- Service level agreements which are fragmented and misaligned to the overall business's requirements;
- An impaired ability to track IT assets globally; and
- Onerous vendor management by internal resources.

This can result in excessive, unexpected and unbudgeted expenses.

Global SLA, Any Platform, Anywhere, Centrally Driven

With TRT's global Break / Fix service, clients can outsource the difficulty of supplier management and enjoy the efficiencies and customer service from one, highly focussed supplier. A single global agreement with one multi-vendor party to maintain and support your global infrastructure offers:

- A single set of global SLA's
- Applied to any platform
- Anywhere in the world
- Centrally driven

A Partner with a Track Record for Delivery & Innovation

TRT "Makes the Complex Simple" with the end result being "Value for Money". Utilising TRT to support your infrastructure as part of a single supplier strategy provides several key advantages:

1. Robust Service Delivery

- TRT's 24 hour call centre receives, tracks and reports on each service request
- Speedy call handling, SLA monitoring and pro-active account management combine to greatly simplify and reduce clients workload
- ITIL-based processes ensure that growth is planned and executed effectively
- ISO9001 Certification, ensuring quality management of your assets

2. Proven Track Record and Ability to Scale, our clients can expect a seamless transition and easy addition of sites and services as their business grows:

- Established in 1997, TRT has offices in 8 countries including Australia, Brazil, China, Malaysia, Singapore, the Philippines, Russia and the USA. Additional offices are planned to be opened in Europe in 2010.
- Over 25,000 assets currently under support and maintenance globally
- Having provided global Break / Fix services for over a decade, TRT has a strong, robust and well established network of support partners:
 - 150+ partners (with combined employees of over 3,000 and revenue of \$750 million)
 - Support in over 130 countries covering every inhabited continent
 - Multiple service providers in each supported location
 - Multi-vendor capable

3. Significant and Reliable Cost Reduction – TRT's "market-driven" pricing model ensures real savings flow through to our customers:

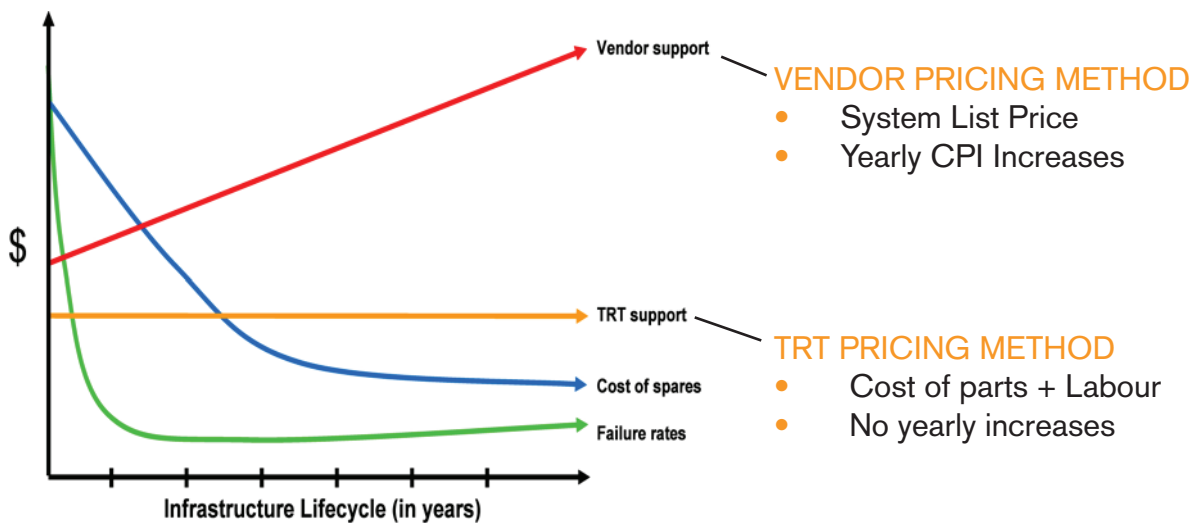
In the provision of ongoing Maintenance and Support, TRT offers a clear difference to the traditional vendor sponsored model. While traditional vendor support provides:

- Ongoing support costs indexed to inflation; and
- Financial penalties for utilising of assets beyond their deemed "end of life"

TRT provides ongoing support based on a cost + margin approach, with:

- Support fees reflective of a typically large decrease in spares pricing as system ages and become superseded;

- Prudently managed sparing strategies based on the understanding that failure rates increase marginally and remain predictable over an extended period of time; and
- Support for your mission critical and “stable” systems well beyond their deemed “end of life”



4. Fixed Fee Ancillary Services

- The core TRT offering incorporates:
 - 24 x 7 incident response
 - On-site replacement of faulty parts
 - Regular account management meetings and SLA reviews
- TRT also provides global fixed fee for out of scope services bring further savings and efficiencies. In addition to the core offering, TRT can provide additional services, including:
 - Escalation of Support:
 1. 24 x 7 escalators
 2. On site and remote options
 3. Multiple escalation levels available
 4. Further escalation available to the vendor
 - Break / Fix Warranty Management:
 1. 24 x 7 management of vendor warranty contracts
 2. Incident management and escalation
 3. SLA monitoring and reporting
 4. On-site assistance by TRT if required
 - Dedicated On-Site Support:
 1. Certified technical specialist on site at clients venue
 2. Operational data centre duties
 3. Faster incident response
 - Installation, Moves & Changes (IMACs)
 1. Installation of servers and devices into racks
 2. Relocations of hardware between racks
 3. Relocations between data centres
 4. Software reloads
 5. Periodic preventative maintenance
 6. Specific professional services projects

Conclusion – A Partner You Can Trust

“The break-neck speed of global business means that organisations need partners, not simply suppliers, who they can trust to deliver. Through TRT’s centralised global solution for client infrastructure support, TRT provides the peace of mind that there is always an expert close at hand to ensure your business is running smoothly 24/7 whilst keeping support costs to a minimum. This ensures complete satisfaction and peace of mind, allowing you to focus on your core business.”

“The end result is value for money. That’s why we’ve continued to renew and grow contracts over the years and look forward to continuing our relationships” Domenic Romanelli, concludes.

If you would like to arrange a free and confidential discussion on the potential efficiencies of a Global Break Fix service solution for your organisation please contact us.

Complete List of Supported Locations:

Africa & the Middle East

Algeria, Benin, Botswana, Burkina Faso, Cameroon, Cape Verde, Cote D’Ivoire, Djibouti, Egypt, Ethiopia, Gabon, Gambia, Ghana, Guinea, Iran, Israel, Kenya, Kuwait, Lebanon, Libya, Madagascar, Mali, Mauritius, Morocco, Namibia, Nigeria, Oman, Qatar, Saudi Arabia, Senegal, Dakar, South Africa, Syria, Tanzania, Togo, Tunisia, UAE, Uganda.

The Americas

Argentina, Barbados, Brazil, Canada, Chile, Colombia, Dominican Republic, Ecuador, El Salvador, Mexico, Panama, Peru, Puerto Rico, Trinidad and Tobago, USA, Venezuela.

Europe

Austria, Azerbaijan, Belarus, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Ireland, Italy, Kazakhstan, Latvia, Netherlands, Norway, Poland, Portugal, Romania, Russia, Scotland, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Turkmenistan, UK, Ukraine.

Asia / Pacific

Australia, Brunei Darusalam, China, Fiji, Guam, Guatemala, Hong Kong, Indonesia, India, Japan, Laos, Malaysia, New Zealand, Pakistan, Philippines, South Korea, Singapore, Sri Lanka, Taiwan, Thailand, Tonga, Vietnam.