



Samsons

Information Communication Technology



ABOUT US



SAMSONS ICT (Information Communication Technology) 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 SAMSONS ICT are a result of over 40 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

SAMSONS ICT provides quality telecommunications and data solutions, with a commitment to customer service.

Our Focus

Professional Telephony, IP and Hosted PBX, Hosted Desktop [DaaS], CCTV Security and IP Surveillance, Data Cabling and Networking, Mobility 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



SAMSONS ICT has a quality management system that aligns with ISO9001:2008 standard. Our Quality Management System is subject to continuous auditing and review and provides the benchmark for the quality of the business. We are QAssure accredited. [QAssure: 10602]



Workplace Health and Safety

SAMSONS ICT 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

SAMSONS ICT 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

SAMSONS ICT 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: SAMSONS ICT
ACN No: 126 180 961
ABN No: 59 934 653 064
Date of Incorporation: 20/06/2007
Street Address: HEAD OFFICE: 1 Sowden Street, Toowoomba, Qld, 4350
BRANCH OFFICE: 5 Brookland Road, Tinbeerwah, QLD, 4563

Managing Director: Stephen Samson - Stephensamson@samsons.com.au

Operations Manager: Kevin Hallas - KevinH@samons.com.au **Sales**

Account Manager: Tom Zandvliet - tom@samsons.com.au **Office**

Manager Jodie Zandvliet - jodie@samsons.com.au

Phone: 07 4637 7555
Fax: 07 4637 7500
Mobile: 0408 001 258
Email: samsons@samsons.com.au
Web Address: www.samsonsict.com.au
Postal Address: P O Box 7095, Toowoomba St, Qld, 4350

Insurances

- Work Cover
- Public Liability
- Professional Indemnity
- Management Liability
- Product Liability

RESOURCES



Equipment

In addition to our Head Quarters in Drayton, Toowoomba, and our Branch Office at the Sunshine Coast, 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

SAMSONS ICT has a staff of 7. 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 Association, SAMSONS ICT has a strong focus on risk management and regular meetings and relevant training sessions are held to ensure continuous compliance and awareness with 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, ultimately the customers too.

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, Site Safety Inducted, Blue Card. Security Provider Firms Licence Holder for Security Advisor and Equipment Installer.

Kevin Hallas - Operations Manager - Bachelor of IT [USQ], Cert III: Telecommunications, ACA Cabling License, Tower Climbing and Rescue, Dogging and Rigging, Work Safely at Heights, RadHaz Awareness, Asbestos Awareness, General Site Safety Inducted. D-Link certified Network Engineer. Nearing two decades with SAMSONS ICT.

Scott Grams – Technician - Cert III: Telecommunications, Cert III: Electrotechnology, ACA Cabling License, Tower Climbing and Rescue, Dogging and Rigging, Work Safely at Heights, RadHaz Awareness, Asbestos Awareness, General Site Safety Inducted. Over a decade with SAMSONS ICT.

Simon Spann - IT technician - Traineeship in Information Technology [SAMSONS ICT] - Cert III IT. ACA Cabling Licence. D-Link certified Network Engineer. General Site Safety Inducted. Over a decade with SAMSONS ICT.

Nic Zandvliet - Telecommunications Trainee - Cert III

CAPABILITIES



ICT SOLUTIONS

Structured Cabling

- Copper Cat5e, Cat6, Cat6A
- Domestic
- Commercial
- Industrial

Certified Cabling - [with 25-year certification]

MOLEX, COMMSCOPE/KRONE

- Telecommunications
- Networking
- High Performance Data/ Communications solutions

Security Provider

- IP Security Cameras [On and offsite].

Fibre Optic installation and splicing

- Fibre Optic - OM1, OM2, OS1

Nurse Call

- Fully Integrated and Stand Alone
 - Carecomm
 - Advanced care
 - Sedco
 - Smartlink
 - Smart caller
 -
- 24/7 Support

Power Protection

- APC, CRITEC, Novaris, PowerWare
- Uninterrupted Power Supply [UPS]
- Surge Filters for Power and Phone lines

Audio Visual Solutions

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

Networking

- D-Link Wi-Fi and Network Solutions
- Bonded Broadband Devices
- 4G Fail-over devices
- Fortiner High-performance wireless networks
- IP Surveillance and Security
- On Premises Broadband Multimedia

Network infrastructure design

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

System Administration

- User administration
- Backup monitoring

Server monitoring

Hardware Solutions

- D-Link networking solutions See Preferred Brands

Help Desk

- Remote and phone support
- Break fix
- Upgrades

ICT Consulting

- Site inspections
- Review of network and server
- Infrastructure

Review of Backup Solutions

VOICE SOLUTIONS

Hosted PBX - [BroadSoft Platform, BroadTouch, & Asterix Applications]

- Internet Provision - VDSL Broadband Modems
- Copper OR Fibre Optic
- Layer 2 and layer3 switches
- SIP/IP Desk Handsets – Yealink
- SIP/IP DECT Cordless Handsets - Yealink
- Routers
- Wi-Fi Access Points
- Firewalls
- Hardware Offsite
- GUI Configuration
- Carrier Plans

On Premises PABX - Mitel, Panasonic, Hybrex

- SIP 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

Mobility and Accessories

Uniden, Mitel, Spectralink, Polycom/Kirk, Plantronics, Snom, Yealink

- DECT and Wi-Fi Cordless Solutions
- Satellite Technology
- Asset Tracking

Cordless Headset Solutions

MAINTENANCE and SUPPORT SOLUTIONS

- 24/7 Maintenance and support
- Optus Site Maintenance via Tempo.
- Telstra UCD Maintenance Contractor
- Mitel, Hybrex and Panasonic customised maintenance solutions
- Samsung Phone Systems ongoing Service and Repairs
- VoIP Integrated Technical Support Contractor
- Fujitsu Service Contractor
- CDM maintenance and support
- Engie Sub-Contractor
- Voice and Data auditing

FEATURE PROJECTS and Clients

SAMSONS ICT has a track record in all sectors of government, business, industry and commercial is extensive, spanning over 42 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.

HEALTH SECTOR

Queensland Department of Health & the Very Diverse Private sector.

- 24/7 Maintenance Support to regional Q-Health sites.

AGED CARE PROVIDERS

We have serviced, maintained, and providing continuous evolving solutions for a wide range of sites across South-East Queensland for over 30 years.

- 24/7 Maintenance Support for PBX and Nurse call systems

QUEENSLAND POLICE SERVICE

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

EDUCATION SECTOR

We have had an amazing relationship with many State and private Schools throughout the south QLD region for over 30 years and endeavour to continue to advise, supply and support in any way we can.

MINING AND INDUSTRIAL

Continuous research and adaptive suppliers to maintain a fast and reliable repair, part supply or even onsite installations to keep things moving.

COMMERCIAL

With the continuous growth of the commercial sector throughout South-East QLD , we strive to create 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 now and well into the future.

PREFERRED SUPPLIERS



SAMSONS ICT chooses to use quality proven and reliable brands:

- Chase Power
- Ribbon/Sonus
- Sophos
- D-Link
- Molex
- Krone (CommScope)
- Panasonic
- 3CX
- BroadSoft/SAMSONS Hosted PBX
- Mitel
- Uniden
- Grandstream
- Yealink
- Barix
- SNOM
- Cambium/Xirrus
- Spectralink
- Fusion Broadband
- Aussie Broadband
- Hybrex
- Poly/Plantronics
- Sennheiser
- Bell Commander