

# Trust, Reliability, Integrity, Collaboration, Flexibility, Accountability.



XCy understand our customers, its what defines us in the industry. We offer strategic I.T. solutions to meet your unique business needs, AND tailored to your business size.



## We understand that:

- > Your business has unique requirements. After all, it's what sets you apart from the competition.
- > You need flexibility and innovation from your suppliers to cater for you specific requirements.
- > You may operate in a remote or harsh environment but you need to focus on your core business, secure in the knowledge that stuff just works.
- > Communications and I.T. are critical to your success, outages cost you money.
- > You've tried other I.T. and communications suppliers but they don't understand your specific needs, or they just haven't got it right.
- > You need someone local and professional you can rely upon to provide support and to show up when it really matters - wherever your business may be.
- > You need to trust that your I.T. supplier is an ally to help you meet your goals.

## Our I.T. services include:

- ✓ Help desk and on-site support
- ✓ Flexible managed service agreements
- ✓ Management of network - server, desktop, laptop, portable devices, PC and Mac
- ✓ User account management
- ✓ File - print/email/antispam/archiving
- ✓ Remote access - RDP and Citrix
- ✓ Database management and administration
- ✓ Cloud services - Microsoft 365, Azure and Infrastructure
- ✓ Backup services and hardware, including licensing, warranty, lifecycle and renewal management
- ✓ Objective, discrete consulting and trouble-shooting
- ✓ I.T. audit services and governance documentation

I.T. SOLUTIONS  
COMMUNICATIONS  
NETWORK MONITORING  
SECURITY  
SOFTWARE



Flexible I.T. Solutions for your Business

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# I.T. Products and Services



XCy will maintain your everyday I.T. operations or we can help you with planning and developing the expansion of your I.T. infrastructure.



## Connectivity and Communications

XCy's expertise spans the entire gamut of communications technologies, including satellite services; microwave, UHF and VHF radio systems; wireless and mobile; optical fibre and building communications cabling and power systems. We will work with you, your existing service providers, and our partners to deliver cost effective communications systems for your business.

### Remote Area Digital Communication System

XCy design and manufacture the Remote Area Digital Communication System (RADiCS) to extend high speed data to clients operating in remote locations. RADiCS is ideal for mining companies, research facilities, cattle stations or other clients needing reliable high speed remote communication.

### Benefits of RADiCS:

- Extends high speed data communications over long distances to remote locations
- Interface to public telecommunication networks (e.g. mobile 4G or NBN)
- Optional digital mobile radio communication enhances safety to staff operating in surrounding area
- Designed for operation in remote and harsh conditions
- Standalone operation with power supplied by solar and back up battery systems
- Can be installed in rugged and difficult to access locations
- Remotely monitored (optional)
- Australian design and manufacture
- 12 months warranty and local support
- Lease options available



## Data Monitoring is the Key to Reliability and Efficiency

The growth of Internet of Things (IoT), sensors and portable devices creates opportunities for your business to revolutionise its monitoring of assets and processes. But, huge data flows can put a strain on legacy software, fileservers and communication systems.



We provide monitoring and control solutions for all applications

### Recent projects include:

- Northern Metropolitan Health Services, Perth Western Australia – Building management and control systems design.
- Batatua Tembaga Raya Copper Project, Indonesia – Processing mill control systems design and integration.
- Newcrest Gold mine, Lihir, PNG – Electrical and power system control system design review and auditing.
- Poseidon Nickel, Lake Johnston, Windarra, Western Australia – Underground de-watering control systems audit, redesign and reinitialisation.
- BC Iron Nullagine Iron Ore joint venture – Management of headquarters and remote site hardware and connectivity and user support, including applications and software packages and licensing.
- Millenium Minerals, Nullagine, Western Australia – Bore system link interconnect audit and system redesign.
- Mineral Resources Limited, Shay Gap, WA – Borefield water systems.
- Sandfire Degruusa Copper Project – Underground communications.

# I.T. Products and Services



## Sleep Well Knowing your Business and Customers are Secure

Modern threats place your digital identity, business data and IP at risk of theft, corruption or loss. I.T. security breaches can have significant impact on your business operations, your brand, your finances and those of your customers.

### XCy employ a multifaceted approach to security:

- a) We will educate users and business managers to avoid your business becoming a victim, or unwilling perpetrator, of a data breach.
- b) We will use the latest in unified threat management tools to implement an effective cyber security strategy to protect against external threats and disarm active agents before they compromise your systems.
- c) We will review physical security, install surveillance and ensure your physical network is secure against unauthorised access.

If you need assistance dealing with a threat or with ensuring business continuity, we are here to help.

### Security services:

- User education and awareness
- Firewalls and security appliances
- Cyber security threat management
- Video, surveillance and VMS systems
- Secure cabling, optical fibre and wireless networks
- Practical security policies and procedures with business continuity assistance
- System security audit
- Deep Packet Inspection
- Email anti-spam protection
- Endpoint antivirus protection
- Encrypted VPN services for protected remote access
- Local protection against data loss
- Flexible data archive options
- Restoration of data, applications and entire VMs
- Rapid VM failover
- Managed and monitored internet links
- Minimal data loss from big failures
- Minimal downtime to recover from disasters
- The ultimate protection from ransomware



## Project Management and System Integration

XCy will show you how to maximise the productivity of two of your most valuable assets; staff and business data.

XCy will partner with you to provide expert guidance in the delivery of major hardware and software solutions. We can project manage the solution in its entirety. Or if you have a selected software vendor we can act as a systems integrator providing independent unbiased management to ensure you get what you paid for and that it works seamlessly across your other software and platforms.

XCy are practitioners in a range of I.T. project management methodologies, including PRINCE2, PMBOK and Agile - Scrum. We complement this with strong working relationships with suppliers and partners who provide valuable expertise to the project.

### Software services:

- Cloud services
- Microsoft 365
- Infrastructure as a service
- Project management
- Systems integration
- Systems architecture design
- WAN optimisation for all services
- Database management and administration
- Offsite backups
- Virtual servers
- Remote desktops
- Industry application integration
- ERP and CRM accounting integration (IFS)
- Accounting system integration (Pronto and Xero)
- Subscription management
- User and system requirements specification
- Software procurement

# I.T. for Specialist Industries



XCy has proven experience with the provision of I.T. and communications services to meet both general and specialist needs across a range of industry sectors.



## Serving the Needs of the Medical Community

Providing I.T. services for medical and clinical applications can be especially challenging. However, when these systems are built and managed in optimal environments, guided by the expertise found at XCy, ICT environments can be refined for the effective and efficient delivery of healthcare information for pharmacies, clinics, hospitals and others operating within the healthcare sector to provide superior service to patients and their families. These services incorporate strong safeguards to ensure patient data protection and client intellectual property protection.

## Enabling Education in the Digital World

Technology has been the key component in expanding education offerings on a global scale. As an in-demand sector, education services must be at the forefront of the digital communications frontier. XCy can assist with a spectrum of services that serve to enhance the educational environment, from upgrading aging campus infrastructure to implementing innovative classroom solutions that can meet the needs of the 21st century student population.

## Facilitating Efficient Manufacturing and Production

Enhancing communication technologies and providing access to advanced I.T. services and platforms will likely be a key strategy for any business or industry looking to remain competitive in the increasingly digital business world. Even when faced with huge technological challenges, such as those found within the mining industry, XCy will work with you to determine the best configuration of equipment and services to meet your existing needs, while also helping you to strategise an I.T. plan with the flexibility to grow and change as your business needs change. AND, we are always happy to visit site, in fact we thrive on it.

## Delivering Novel Solutions in Government

Public sector service requires a blend of trust, reliability, security and responsiveness. XCy can work with local, state and federal government departments to ensure that proven processes, applications and solutions are implemented in a way that reflects the high-security needs of your department while also ensuring fiscal responsibility. The experience and range of services found within XCy allow for the development of innovative approaches to serving government, also helping you to strategise an I.T. plan with the flexibility to grow and change as your business needs change.

## Providing a Competitive Advantage in Enterprise

Similar to manufacturers, commercial enterprises on every scale, from small businesses to international conglomerates, must embrace technology as a way to capitalise on efficiencies. XCy ensures that you receive the best possible service, and leverage data that can inform data-driven decisions. By providing I.T. services that are reliable and proven, XCy enables you to focus on providing your products and services while continuing to grow your business.



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