



[imeai.com.au](http://imeai.com.au)



# imei manages mobile technologies and communications for enterprise.

Secure and reliable communications through a combination of managed services, technology integration and exceptional end-user support.

## Converged Communications: Mobile Management and Unified Communications

imei is an Australian communications technology company providing Managed Mobility Services and Unified Communications Solutions nationally. Since its formation in 2000 imei has been focused on communication technologies that improve productivity and connectivity for organisations – over time imei's business and service offerings have evolved to meet the unique demands of dynamic and converging enterprise mobility and unified communications markets.

## Whole of Business Communications Solutions

imei's mobility management and technology integration experience combines with an end-user-focus to form a single provider of communications solutions.

The solutions range from mobile fleet management to cloud-delivered unified communications involving processes, services, hardware and software through to high performance networks, carriage and connectivity, and beyond onto helpdesk, support and training.

## Comprehensive and Best-in-Class Technologies

imei communications solutions are integrated, robust, agile and secure. They adapt to changing business conditions and are delivered in partnership with best-in-class vendors and partners.

imei is a part of enabling service delivery on a global scale to over 120 countries. We partner with Telstra – Australia's world-class tier 1 telecommunications company, and with leading global technology vendors Apple, Microsoft, HP, Mitel and Alcatel-Lucent for no-compromise reliability and performance.

## Unmatched Customer Satisfaction

imei has made customer service a central element to everything that it does. Customer satisfaction is measured using the Net Promoter Score (NPS) benchmarking methodology.

The approach of driving operational excellence and having an up-to-date, robust, product roadmap has helped imei become a leading managed mobility and unified communications service provider to enterprise, being considered a trusted adviser and growing market share with key multinational corporations every year.

**NPS  
+86**

## imei can help you



### Increase Productivity

imei solutions are designed to deliver a seamless and ubiquitous experience for the end user, maximising their access to tools and corporate data anytime, anywhere with a best in class support team that ensures down time is minimised through proactive monitoring and rapid resolution.



### Reduce Risk

imei helps you reduce risk by securing and monitoring mobile technology and networks to ensure that corporate data is protected at all times, and in the instance of a breach, that the appropriate steps are taken to restrict access, remediate and return to compliance.



### Contain Costs

imei designs mobile workspace solutions that minimise the total cost of ownership per user by optimising device procurement, connectivity, security, licensing, data consumption, roaming access and end user support.

# Intelligent Connectivity

**Converged Communications means your users can concentrate on the work to be done, and the underlying technologies are invisible.**

## The Complexity of Staying Connected

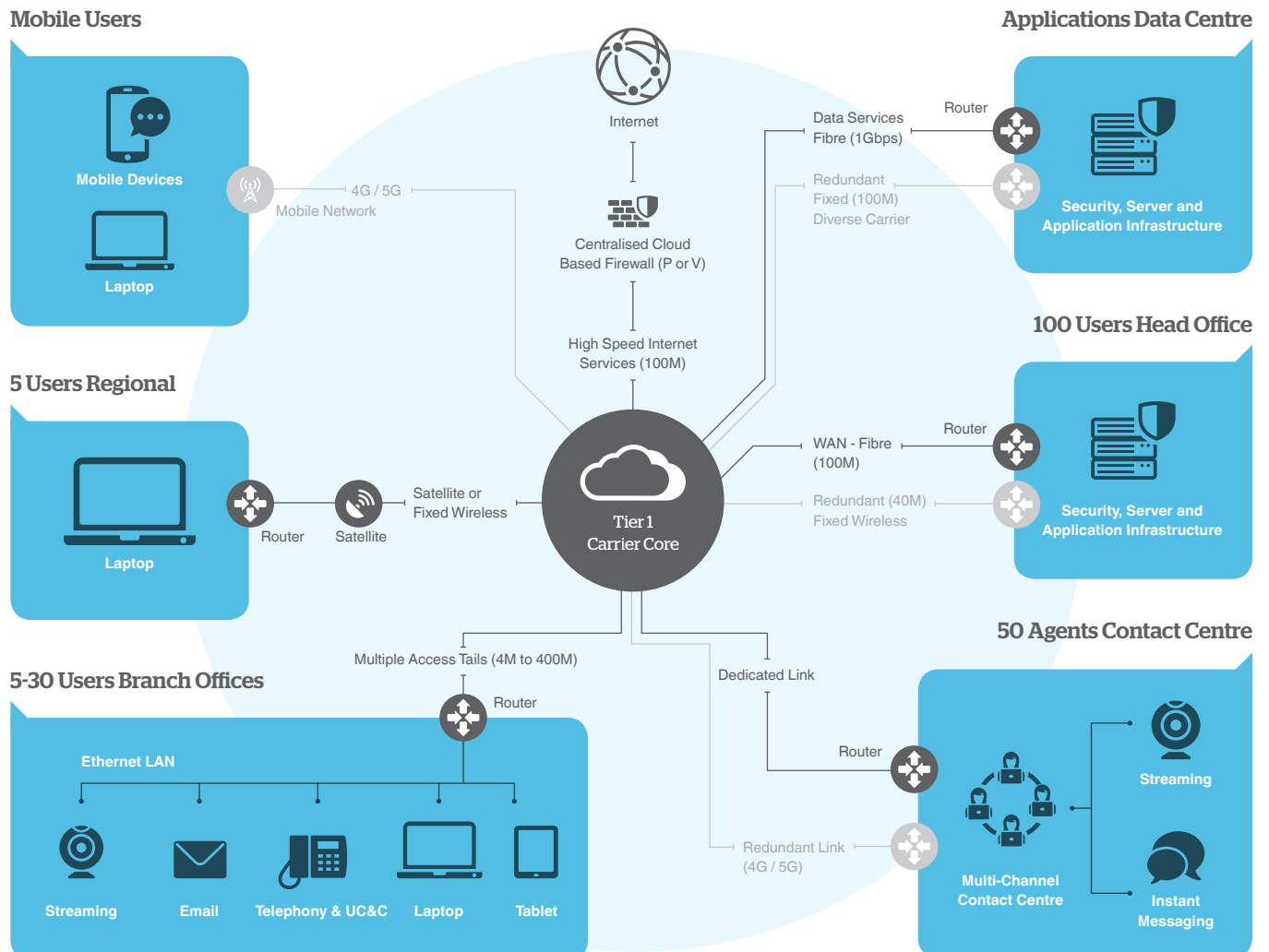
**A simple act:** retrieving the status of a customer order and writing an update email to your customer contact from a mobile device while on the road.

**The complex reality:** this simple act involves the complex interaction of multiple systems, platforms and technologies – all of them should be invisible to your user and should take less than 5 minutes.

**imeI's role:** imeI understands and can manage this complexity to keep your people working effectively.

## What does this look like?

- Your **mobile workforce connects securely** to the mobile network to access organisation information on a managed device that has secure user authorisation and complies with policy to protect sensitive information and user privacy.
- Your offices are connected by a **private managed WAN network** running across a **cost-effective high-speed** fibre connection.
- All your organisation's systems are available to every employee that needs them in **every location, and on any device, delivered via the cloud**.
- Your mobile workers have a '**universal contact number**' that follows them wherever they are – in the office, on a softphone via their laptop, or mobile communication application on their mobile phone.
- When a mobile worker enters any organisations location, their **devices automatically** - and invisibly to the user - **connect to high-performance Wi-Fi**, authenticates the user and provides continued secure access to systems.
- Your IT department has **visibility across network traffic**, usage, access, and preventative issue resolution.
- Your finance department has **visibility across communication costs** – predictable operating costs make budgeting and financial planning easier; costs can be allocated to teams, geographies, clients, departments or projects.



# Mobile First Digital Transformation

The evolution of mobile communications over the past two decades has brought unparalleled convenience, functionality and usability.

The smartphone consumer revolution has morphed into easier-to-use connected enterprise communications, broad collaboration and instant access to enterprise resources while working anywhere, anytime.

Enterprise technologists and planners of organisations digital transformation look to mobile technologies to speed up decision making and improve workforce productivity.

imei has over 20 years' experience in managing mobile technologies, and has been present and part of the evolution of mobile since the late 90s.

This experience gives a 'Mobile First' perspective of enterprise digital transformation: how to manage the complexity of systems, infrastructure, apps, mobile operating systems, mobile security, information loss, risk and integration with other enterprise systems.

imei understands the complexity, has capability in the technologies, knows the solutions, has developed the processes and provides exceptional customer service to support 'Mobile First' Digital Transformation for your organisation.



## How We Work

With over two decades of experience, imei has developed an effective and structured approach, engaging with customers to ensure that all projects are executed successfully, driving positive outcomes for enterprise and its end-users.



### Engage

- About you
- About imei
- The journey
- Agree engagement



### Discover

- imei Intelligence
- Mobility Maturity Assessment Report



### Realise

- Execute commercial agreement
- Rapid realisation
- Infrastructure build
- Service integration
- Support activation



### Evolve

- Relationship management
- Mobility productivity optimisation
- Continuous improvement



# Technology and Product Competencies



## Mobile Management

ime has over 20 years of experience managing mobile technology in enterprise and has developed proprietary systems and processes to support end users and IT departments with the delivery of the most efficient, secure and cost effective solutions.

ime has extensive technical competencies covering all mobile operating systems including iOS, Android, Windows, Blackberry and Symbian. This experience extends to all of the major MDM/ EMM & MTM security platforms including Airwatch, Citrix, MobileIron, Microsoft, Wandera, Zimperium and Lookout.

The ime contact centre is located in Frenchs Forest, Sydney and staffed with knowledgeable, responsive problem-solvers that are available to clients during business hours, extended hours or 24/7/365 dependent on client requirements.



## Unified Communications Technologies

ime core competencies in unified communications are the design, build, deployment, monitoring and servicing of communications systems - from on-premise comms server through to cloud-based 'as-a-service' communications. These offerings involve converged voice, data, mobile, video, collaboration and contact centre.

ime Partner with Tier 1 unified communications companies ime have some of Australia's most experienced technical resources on staff.

ime in-house resources are supplemented by a National network of specialist engineers and resources.



## Mobile Security

Reduce information loss and reputation risk.

Manage the identity of the mobile devices accessing your network by implementing security software technologies combined with automated processes and strong policies to secure, monitor compliance and manage your mobile infrastructure.



## Networking

Modern unified communications rely on fast, reliable networks.

ime's understanding, building and maintenance of secure high-performance WAN, on-premise LAN, and Wi-Fi networks delivers dependable, cost-effective and scalable managed network services. ime have trained, certified and experienced network engineers on staff.



## Connectivity Management

Robust and secure voice and data services that are agile allowing your business to operate at its peak.

ime offers whole-of-business, cost-effective communications carriage solutions through Telstra including carrier commercial optimisation and services such as ISDN to SIP conversion, unlimited bundled voice plans, ultra-high-speed WAN and internet access.



## Contact Centre Experts

Call centres have evolved to become multi-channel customer contact centres involving inbound calls, outbound customer contact, email contact, web chat, social media monitoring and response, e-commerce helpdesk, CRM and enterprise application integration.

ime has specialised resources focusing on contact centre design and technology, including workflow, call recording, call-jacking, multi-channel communications management and comprehensive reporting tailored to your organisation needs.



# imei Solutions



## imei Intelligence

A service that will accurately identify the current state and corporate identity behind every piece of mobile & communication technology that is accessing your corporate network, along with the level of compliance and security in place.



## imei Lifecycle

Complete end-to-end management of mobile & communication technology, including procurement, provisioning, staging, deployment, helpdesk support, break fix, decommissioning and disposal.



## imei Unicoms

Enterprise grade secure unified communication solutions that is designed, built, hosted, managed and fully supported across voice, data, mobile, collaboration and remote working.



## imei Secure

A full stack of security products, unique tools & processes that combine to protect end users and their access to corporate data, mitigate costs and risk associated with device compliance, cyber threats and data breaches.



## imei Network

Efficiently designed and deployed WAN, LAN, Wi-Fi networks single site, multiple site and remote locations to provide a converged and seamless end user experience.



## imei Connect

Ubiquitous and reliable network connectivity covering mobile, WAN / Private WAN and VPN that is usage appropriate and cost effective for end users.



## imei Service

Structured service products that include professional services, managed services, and productised support service programs that are simple, standardised and easy to consume.



**imei**  
Intelligent  
Connectivity

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