

23 Years, 150+ Staff,  
3 Cities, Proven Leadership,  
Telstra National Partner of  
the Year 2015 & 2016.



# Empowering Technology at the Speed of Business.

Byte is an innovative and client focussed organisation defined by our ability to improve business, solve customer problems, optimise operations and deliver to agreed outcomes.

Our focus on helping clients embrace change and use it to their advantage, combined with our expert technical knowledge and strong business process expertise, is at the core of our success, and the success of our clients.

We leverage our 20+ years of industry experience and our strategic partnerships to provide our customers with genuine solutions. This allows them to concentrate on what they do best: operating and growing their businesses.

## 01. A Compelling Proposition

### Leading IT Services for Better Business Outcomes

A structured process which consistently delivers repeatable business outcome successes that our clients expect.

### Defined Methodologies & Best Practice

Easier and faster design & deployment ensuring higher customer satisfaction.

### Trusted Executor & Proven Experience

Exceptional reputation for getting the job done with strong relationship with technology partners and on average, each team member possesses 8 years of specific industry experience.

### Depth & Technical Expertise

Provision of end-to-end services with broad and deep domain expertise, coupled with business unit managers that lead by example and have over 20+ years experience.



Telstra Partner of the Year 2015 & 2016

## 02. Solutions



**Professional Services**  
Program Recovery / Transition & Transformation / Advisory Services



**Unified Communications**  
Contact Centre / Unified Communications / IP Telephony



**Mobility Solutions**  
Data Management / Disaster Recovery / Cloud Transition



**Managed Services**  
Support / Operations / Management



**Application Development**  
Web Solutions / Custom Application / Mobility Services

### 03. Proven Success

# 100%

— Revenue Growth (2015 & 2016)

## Growth On Growth

Our continued annual growth across key areas of the business is testimony to the expertise and capabilities that Byte delivers to our customers, and further strengthens our position as a leader in Australia's information technology consulting and service landscape.

# 72%

— Customer Growth (2015 & 2016)

# 29%

— Team Growth (2015 & 2016)

### 04. Core Values

- ❖ Invested
- ❖ Trusted
- ❖ Responsive
- ❖ Progressive
- ❖ Aspirational
- ❖ Holistic
- ❖ Empathetic

## 05. Services



### Advisory / Consulting

Architecture Advice, Platform Reviews / Roadmaps, Health Checks across a range of disciplines.



### Cloud Services / Hosted Applications

Data Management / Disaster Recovery, On Premises / Off Premises or Hybrid Solutions, Thin Client / Mobility, Office 365 / Email, Skype for Business, Symantec / Email & Web Filtering.



### Data Network Services

Network Optimisation, Security Services, Managed Router / Switches.



### Enabling Industry Skills

Domain Expertise in Project Management, Business Analysis, Solution Architecture, Engineering, Data Analysis & Testing to compliment existing project teams or provision outcome based programs.



### Contact Centre Solutions

Routing & Interactive Voice Recording, Work Force Management & Optimisation, Reporting (BI).



### Transition & Transformation

Focus areas such as: HR, people & cultural change, supplier management, security assessment, IT infrastructure service readiness, application management readiness & handover management.



### Development & Systems Integration

Provide development, enterprise and technical architects, integration and quality & testing expertise locally and offshore across multiple platforms to support all user type.



### Program & Project Management Office

Full range of structured program and project management services that drive tactical and strategic returns to all of our customers initiatives.



### Service Management

IT Service Management Design, Process Manual Development, Vendors, Change and Release Management, Consulting and Advisory Services.

## 06. Leading Innovation

Byte's business strategy calls for innovation across all aspects of our business. Our team are encouraged to innovate. By way of example, Byte have invested in strategic product areas which compliment our services offerings and more importantly, deliver exciting customer solutions and value.

### OneSpace™ Cloud

Fully-managed IT solution, delivered over a simple cloud-based desktop session allowing staff to access their workspace anywhere, on just about any device.

### Load & Performance Testing Tool

Byte's load & performance testing tool, PUMP, aims to supply a price competitive alternative to current testing tools.

### Dynamic Voice Module

The DVM IVR Tool is a simple drag-and-drop user interface that allows less skilled resources to develop IVR Applications and to do it at a faster speed.

### Genesys Configuration Tool

Addresses the two key areas that cause the most pain in Contact Centres, auditing of who has made changes and when making configuration changes that can be scripted and deployed into various lab/production environments.

## 07. World Class Customers



Microsoft

CommonwealthBank  
Commonwealth Bank of Australia

CISCO

amcor

LOCKHEED MARTIN

Dulux®

BAYER

NEC

Genesys

ACU  
AUSTRALIAN CATHOLIC UNIVERSITY

Hobsons Bay  
CITY COUNCIL

dimension data

VicTrack

## 08. Proven Leadership



**Greg Embleton, CPA**  
Chief Executive Officer

A senior executive with 30+ experience in Australia and overseas, Greg has acted as a CIO of large corporations, including Sensis, and CEO at a number of technology companies, leading these organisations through substantial growth phases. Greg is currently CEO of Byte Information Technology and holds IT and Accounting tertiary qualifications as well as being a CPA.



**Robert Roshan**  
Founder & Executive Director

Robert is the founder of Byte Information Technology and a seasoned IT Executive having nearly 30 years experience in IT strategy, development and execution. An expert in cloud technology, he has created and commercialised various SaaS products.

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