



correct solutions

The Smart IT Company™

Information Pack

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Correct Solutions - Our Concepts & Values

Correct's Mission:

Correct Solutions provides Information Technology systems and solutions to SMB, Corporate and Educational clients. By taking the time to listen and understand our clients' needs and business, we then provide the right solutions that become an asset and a competitive advantage for our clients.

Correct's Vision:

Correct's Vision is to maintain steady growth by continuing to be integral to our clients, by giving our clients enterprise level support and to retain valued staff by providing a challenging and rewarding work environment. By employing proven systems and practices, and leveraging new technologies, we can continue to pursue our goals and maintain this vision.

Correct Solutions understand the challenges of running a small to medium-sized business.

We pride ourselves on taking the time to understand your business and any technology pains you are experiencing. With the use of our deep knowledge and creative approach we can implement solutions for today and tomorrow that make a positive difference. We offer technology that supports your business and streamlines processes, so you can build on a solid platform and increase performance and profitability.

Established in 1997, we work in partnership with leading vendors to ensure customers receive the best solutions. Our extensive network of trusted partners and suppliers allows Correct to develop solutions for your entire network infrastructure. We can help with anything from consulting, computer hardware, software and printers through to photocopiers, phone systems, internet and cabling.

Correct Solutions services the Sydney metropolitan and regional areas, including Wollongong to the Central Coast. Through our partner network and remote access, we also provide solutions for customers with interstate or overseas offices.

Correct's Services Menu

IT & Network Infrastructure:

We can configure, deploy, manage and support a range of systems and environments and we can work with existing infrastructure regardless of its current state.

Correct Solutions specialise in Microsoft Server technologies - Small Business Server, Windows and Exchange Server, SQL Server and SharePoint.

With many years of experience in switches, wireless equipment, routers and access to cabling services, Correct Solutions can offer a holistic approach to your Network Infrastructure.

Hardware Supply & Installation:

Our strong relationships with key manufacturers such as HP and 3COM mean that whether you have an everyday computing requirement, or a business need that prompts a niche solution, Correct Solutions can source, supply and support it accordingly.

We make sure that the suggestions we offer are the right fit for you and will never recommend something we don't believe is appropriate or necessary.

Software Licensing:

Every business needs to have the right licensing to suit its size, type and behaviours. With our knowledge of offerings from Microsoft as well other software vendors such as Trend, Adobe, Webspay and StorageCraft; from Corporate solutions to Academic and Not-For-Profit, Correct Solutions can help you acquire the licensing that suits your organisation and your budget.

Management Consulting & Strategic Planning:

The actions you take today have a direct impact on where you will be tomorrow. Knowing this, we take the time to listen to what you would like to achieve for the future and work with you to develop strategic management plans for your IT Infrastructure - setting short, mid and long term goals using IT to generate business benefits such as reduced spending and streamlined business processes.

Training & Support:

We know that businesses don't stand still - neither does our attitude towards the development of your IT champion and the management of your IT environments. Whether you want to make the most of a previous purchase or look at ways the latest technology can help you keep pace with your competitors, Correct Solutions are ready to help.

With a range of Network Care Plans available our ongoing proactive and preventative management plans are designed to provide the right support, combining help desk, remote support and site visits tailored to your specific needs.

Correct's Services Menu

Disaster Recovery:

According to the Insurance Council of Australia, 43% of Australian businesses who suffer a disaster of any kind do not reopen. (www.insurancecouncil.com.au)

Correct Solutions can design and implement a customised strategy so that in the unimaginable event that you'll need it, you'll have peace of mind knowing that your business will be back in action, rather than face the awful prospect you may never recover. Our regular reviews and tests of your strategy ensure it is always up to date and effective.

Internet & Web Hosting:

Setting up services such as web and email hosting can be time-consuming and often confusing. Correct Solutions can take that pain away when it comes time for you to launch your web presence or rethink your existing one.

Our services include internet connections, setups and configuration, domain registration, DNS, backup mail services and Electronic Mail Sanitisation Systems.

IP Telephony:

It's amazing the potential your phone system can offer. You may want to upgrade your PABX system to VoIP (Voice over Internet Protocol), or even implement additional functionality such as Voicemail and collaboration.

Why not take it further and really get a return on investment? We can advise the best way to integrate your phone system with Microsoft Office and/or your CRM system so that you can begin to analyse your business activity in a meaningful and productive manner.

Identity Management & Security:

Making sure that your employees' identities are secure in an uncertain online world is essential for the safeguarding of important and sensitive information. Often though, the ease of access that unknown persons can have to your system's log-in credentials is somewhat underestimated.

Identity Management and Security is more than just good passwords and Correct Solutions can assist you in both assessing the level of risk and implementing plans and procedures to mitigate that risk. By implementing both knowledge and tools, we can make sure that as far as access to your company's data is concerned, only those that should have it, can have it.

IT Asset Auditing and Tracking:

Taking stock of your existing IT equipment and infrastructure, software applications and licensing can give you a clear picture of where you are. As far as your short, mid and long term goals are concerned, this information is paramount in planning for the future. But it's a big job. Let Correct Solutions take care of the auditing and tracking of your IT Assets and you can be certain that your planning is based on the most comprehensive information available.

Testimonials

Our customers and partners are the heart of our business. Here is what they have to say about us...

"As the Managing Director or CEO of a growing small business, all the problems and monkeys end up on your back. During our first six years I took our business from one stand alone PC on my desk, to a network with five clients on SBS2000.

Every printer or network glitch took me away from what I do best - growing our business.

Once Correct Solutions became our IT partner, and took that monkey away from me, the business has shown annual growth again, and the network (now SBS2003 and larger still) is working better than ever..."

Graeme McKimmie, Abel Metal Services Pty Limited

"...Correct Solutions has been our exclusive IT partner for almost 4 years. We are entirely satisfied with the service provided..."

John Hancox, Total Construction Pty Ltd

"...I would like to thank you and show you my appreciation for all your hard work and help...I am very grateful and humbled by your talent and effort..."

Amir Loupo, ITX Pty Ltd

"Correct Solutions provides us with an invaluable resource of knowledge and onsite support for our client base when required. In areas where our clients call upon us for solutions where we may not internally have the resources to cater for, calling on Correct Solutions expertise is a cost effective and practical alternative."

Greg Vincent, Blakehurst I.T. Pty Ltd

Tangible Business Benefits

Implementing cost-effective, comprehensive IT solutions allows you to:

- Integrate Business systems to make critical data accessible across your organisation
- Streamline business processes to increase operation efficiency
- Leverage the full power of the internet for connectivity and communications
- Reduce the amount of time spent managing IT problems

A Trusted Partner

Correct Solutions works to develop long-term, open and honest relationships with our both vendor partners and our customers.

Vendor Partners:

Having been a Microsoft Certified Partner since 1999 and since, attaining Gold Certified Partner status, Correct Solutions has an extensive background and relationship with Microsoft. Our Technology Specialist Wayne Small has been named a Microsoft Most Valuable Professional (MVP) each year since 2001.

We are one of only 12 Trend Micro Premier Partners in Australia and the only one focused on the SMB market. We are also a HP Tier 2, CISCO SMB, 3COM Gold Partner and a Netgear Powershift Reseller.

We contribute to product testing and development, giving us an insight into new products that will fit your needs. Most importantly, we work with our vendors and suppliers to provide our customers with enterprise class, affordable technology solutions.

Customers are our Partners too!

There is no benefit to either you as a client, or us as a service provider to enter into a short term transactional relationship. Such dealings lack the continuity required to bring any sort of business benefit. A long-term view develops the knowledge, foresight and reliability that can make a real difference to your IT infrastructure.

We explain our recommended solutions in non-technical terms and emphasise the business benefits you can expect to receive. Dealing with a single provider for all your IT needs enables you to ensure each part of your IT environment works together as a coherent solution - we're in it for the long haul.

Our customer conduct their business in a number of industries; business services, construction, consumer packaged goods, financial services, healthcare, education, legal, mining, retail, transport/logistics and wholesale distribution. Working over many industries gives us an ever expanding knowledge base, which in turn helps you.

Amp Capital Investors (Asset Management)	Seafolly (Swimwear/Apparel)	Incoships (Ship Management)	Sirona Dental Systems (Healthcare)
Keneco (Building/Construction)	Total Construction (Building/Construction)	Illawarra Christian School (Education)	Unimin Australia (Mining)
Macarthur Disability Services (Not-For-Profit)	Drivetrain Australia (Distribution/Service)	Noni B Limited (Clothing/Apparel)	All Class Insurance (Insurance)

Correct's Industry Focus:

Correct Solutions is an active member of the IT Small Business community.

We co-founded the Sydney Microsoft Small Business Server (SBS) User Group seven years ago to provide a forum for users and resellers to discuss issues and share tips. It is now one of the largest user groups of its kind in the world.

The Correct Management Team

Ryan Spillane - Managing Director:

Ryan Spillane's business experience spans over 16 years, seven of which were spent as founder and Managing Director of the small business IT company RAS World.

Ryan's entrepreneurial spirit was evident from a very early age. After learning the ropes in his family's company, he soon began to take a more active role and by the age of 17 was responsible for importing more than 1,000 tonnes of glass each month and trading over \$600,000 per month in forward foreign exchange. Since then, Ryan has established and is responsible for several independent business ventures with a combined headcount of more than 20 staff. He imports a variety of products including stainless steel, glass and aluminium, and is always on the lookout for new opportunities.

In 1998, Ryan created RAS Group, a company specialising in business management, administration and book keeping, as well as RAS World, an IT company. Ryan's ability to see past technical problems to the underlying business issues enables him to give customers unique insight into how they can use technology to generate measurable business benefits. RAS World merged with Correct Solutions in 2005.

A practiced public and international speaker, Ryan has presented at conferences such as the IT Pro Conference in New Orleans, Trend's SMB Security Summit in Sydney and has spoken on short notice at SMB Nation held at the Microsoft Conference Centre in Redmond each year since 2005. Ryan is also a committee member of the Sydney SMB IT Professionals Reseller Group and presents there several times per year.

Ryan's academic accomplishments include the completion of an accounting certificate at TAFE. Ryan also became a Microsoft Certified Professional in January 2005. He is currently studying to attain MCSE certification.

Outside of work and study, Ryan enjoys a wide variety of sporting activities including motorcycle riding, scuba diving, squash and tennis. He also enjoys travelling the world in search of new business ideas and cultural experiences.

Wayne Small - Technical Specialist:

Wayne Small co-founded Correct Solutions in 1997 after working in the technology industry for more than 15 years. He designed and built his first computer at age nine and by 12 was running his own computer repair business. After completing his Electronic Trades Certificate, Wayne became the technical lead in the computer repair department of a TV and video repair company.

In 1989, Wayne became technical support manager for PC manufacturer AST Research. He was soon running AST's training program for technical specialists across Australia and New Zealand. He later moved into marketing and sales, working as an account manager for several key customers.

After years in the industry, Wayne recognised that although a lot of organisations in the SMB sector had the

The Correct Management Team

latest hardware and software, they couldn't translate technology into business benefits. To fill this need, he helped establish Correct Solutions.

Wayne's deep understanding of technology helps him develop lateral thinking solutions that push the capabilities of technology to provide real and lasting benefits for clients.

Wayne works closely with Correct Solutions' partners. He has Microsoft MCSE 2000, MCSE+I and MCT certifications and has been named a Microsoft Most Valuable Professional (MVP) with a specialisation in Microsoft Small Business Server since 2001. He regularly speaks at international business and technology conferences and provides staff training for partners. Wayne has also contributed to a number of books focused on the SBS Product.

IT is still Wayne's biggest passion. He enjoys spending time at home with his family, bike riding and traveling to places with no mobile phone reception.

Gunter Baurhenn - Educational BDM:

Gunter Baurhenn's business experience spans over 33 years, 21 years of which was spend as Managing Director of LAN/ WAN system integration company Netlan P/L.

After completing a degree in radio communication at Frankfurt in 1975, where he specialised in data, Gunter started working for Mannes-man Tally, where he stayed for three-and-a-half years as System Engineer. Gunter was working all over Europe for customers like BMW, NSU and Government agencies.

With the sponsorship of the Australian Government Gunter was soon on its way to Australia; 30th of May 1980 he arrived with wife Melanie in Sydney. Very quickly he began working at his first Australian job with Warburton and Frankie at Auburn, a similar vocation as that held previously in Frankfurt.

1982 Gunter started with Osborne Computers as Service Manager, building up a new service and support department. This was at the time of the first Portable CPM OS computer. One year later the Osborne Computer service department was sold to Hills Computer Services.

1984 Gunter started with a Company called Data Peripherals and was running the national service department out of North Ryde. DP was the first Company that sold and supported Novell Netware OS.

In September 1987 Gunter started Netlan and provided design and installation services for the first LAN networks, G-Net, ARC-Net, Token ring and Ethernet. Netlan was working over the years with many vendors, and was the longest reseller for LAN/WAN equipment Vendor 3Com.

2008 saw Netlan merge with Correct Solutions to increase the services Netlan could provide to the Education sector and to help increase the product range Correct could offer to the greater client base.

Outside of work, Gunter enjoys time with family and friends. He has a wide variety of hobbies such as amateur radio, model helicopters and building off-road buggies with his sons.