



14 Minnie Street  
Cairns QLD 4870  
Tel: 07 40 516 355  
Fax: 07 40 516 355

[sales@systems-services.com.au](mailto:sales@systems-services.com.au)  
[www.systems-services.com.au](http://www.systems-services.com.au)



i n v e n t



## Take Advantage...Its FREE



Have you recently thought about upgrading your existing computer network, purchasing additional equipment or have yet to gain the trust you deserve of a local I.T company? System Services is offering you a free network evaluation opportunity. One of our friendly and experienced network specialists will come to you and discuss at your leisure your current computer network including possible areas of improvement, security vulnerabilities, new products on the market or even if you just want to chat about what System Services can do for your company. All it will cost you is your time.

## System Services Awarded #1 in 2005



System Services has just been presented with the "Tin & String Award" from Promim. This award is presented to the service centre with the best communication skills. Promim have over 140 service centres throughout Australia, New Zealand, Fiji and Singapore. System Services focuses very heavily on customer service and is being recognized Internationally as the benchmark for other service centres to follow.

## Someone You Can Trust



System Services are authorized resellers and the official warranty agents in Cairns for Hewlett Packard, Compaq, IBM and TEC. We are also certified Microsoft and IBM Partners which means we keep informed and up to date on the latest news on the technology frontlines. System Services are trusted by the biggest names in technology so you can feel confident in placing your network in our hands.





## NOTES FROM THE MANAGER

System Services has been our family business since 1975 when Bob Johnson “a computer engineer” left NCR to form his own company. System Services has played a large roll in the IT developments of Cairns, beginning with the first of the mechanical typewriters through to the larger company networks we now look after today.

In the last 18 months I have taken over management of System Services with Bob Johnson now predominately working with the software development side of our company.

I am pleased to say we now have a new, experienced and enthusiastic service team who are providing a fantastic service not only to our clients but to our major service providers such as HP, IBM and TEC. The response we have been receiving since putting this team together has been very positive and I believe we will to continue to grow stronger by focusing on customer service.

I come from a strong customer service background and have noticed that this is an area seriously lacking in the IT industry . Since focusing on customer service, we are now not only seeing the results in the service department but in our sales department also. Our sales team have come from a technical background and have a widespread knowledge of the products we sell and service.

Overall the System Services team not only can provide all your IT requirements but provide the great service you would expect from a family owned business that has been in Cairns for 30 years.

Andrew Johnson  
Manager



**The System Services Team**



### Our Happy Customers

**Harvey Norman**



I have relied on the services of this local business for my HP server and desktop support for over four years during my time at the Cairns Private Hospital and most recently at The Reef Hotel Casino. System Services have always attended to my support calls promptly, professionally and with enthusiasm. I have found the knowledge and technical skills of their technicians to be of an exceptionally high standard. They also demonstrate excellent organizational skills. I strongly recommend System Services to all potential businesses looking for server and network support .

**Scott Harris**  
Information Technology Manager  
The Reef Hotel Casino

System Services have been working alongside Harvey Norman in conjunction with our extended warranty program for the past 6 months. Conducting all repairs on Compaq and HP branded laptops through our extended warranty company labeled I.C Frith and Associates. Our company has found System Services to be extremely efficient and highly professional in their manner with all our warranty repairs. They are by far our most reliable repair agent. I would not hesitate to refer more work to this company.

**Mark Salomone**  
Service Manager  
Harvey Norman Cairns

System Services are a direct HP Service Agent with HP Australia. System Services are responsible for the hardware maintenance and repair for HP’s contractual and enterprise customer base in the Cairns district. System Services have always displayed a professional and customer first attitude when dealing with HP’s customers. They can always be relied upon to work outside their contractual times and have handled many after hour and weekend requests when required.

**Elizabeth James**  
Customer Experience Manager  
Hewlett Packard Australia