



**CiS International**

## Core Capabilities

CiS excels at delivering communications infrastructure services and solutions by integrating core competencies of its Associates and Partners.

The company is identified with some of the best people and companies for network delivery.

With a carrier heritage, CiS has an operator's perspective ensuring rigour and discipline in working with live, mission-critical IT&T networks.

The delivery of integrated end-to-end solutions is also underpinned by core IT&T resources and technical capabilities and sound project management.

These capabilities include:

- Resource Services
- Technical Services
- Implementation Services
- Maintenance & Support Services
- Network & Operations

## Resource Services

Identification and placement of key personnel for selected clients.

## Technical Services

### Business and Planning

CiS's business expertise stems from its experience in providing advisory services ranging from corporate governance, planning, analysis, feasibility studies and evaluations.

### Technology

Core network planning, engineering, quality and systems integration underpins systems engineering skills. The company has a proven ability to deliver integrated, multi-technology solutions.

Services include Technical and Quality Audits as well as Training.

### Market Segment

CiS offers its integrated service model to carriers, vendors and enterprise IT&T networks.

## Integrated Services



|                        | Technical Services   | Implementation Services  | Network & Operations  | Technical Support   | Maintenance Services   |
|------------------------|--|--|---|---|--|
| <b>Core CiS Skills</b> | <ul style="list-style-type: none"> <li>Strategy</li> <li>Business Planning</li> <li>Corporate Governance</li> <li>Network Planning</li> <li>Technology</li> <li>Systems Integration</li> <li>Technical Audits</li> <li>Quality Management</li> </ul> | <ul style="list-style-type: none"> <li>Project Mgt</li> <li>Contract Mgt</li> <li>Procurement</li> <li>Network Integration</li> <li>Test &amp; Acceptance</li> <li>Warranty Mgt</li> </ul> | <ul style="list-style-type: none"> <li><b>Managed Support Services</b></li> <li>Configuration Mgt</li> <li>Performance Mgt</li> <li>Network Monitoring</li> <li>System Admin</li> </ul> | <ul style="list-style-type: none"> <li><b>Managed Support Services</b></li> <li>Network Optimisation</li> <li>Technical Advice</li> <li>Help Desk</li> <li>TAC</li> </ul> | <ul style="list-style-type: none"> <li><b>Managed Support Services</b></li> <li>Service Centre</li> <li>Alarm Surveillance</li> <li>Spares &amp; Logistics</li> <li>Asset Mgt</li> <li>Contract Mgt</li> <li>Resource Mgt</li> </ul> |
| <b>Partner Skills</b>  | <ul style="list-style-type: none"> <li>Design Teams</li> </ul>   | <ul style="list-style-type: none"> <li>Design &amp; Construction</li> <li>Site Acquisition</li> <li>Commissioning</li> <li>Cut Over</li> </ul>   | <ul style="list-style-type: none"> <li>Service Provisioning</li> <li>Service Activation</li> <li>Integration Services (or Carrier's Workforce)</li> </ul>                               | <ul style="list-style-type: none"> <li>Field Services (or Carrier's Workforce)</li> </ul>   | <ul style="list-style-type: none"> <li>Field Services (or Carrier's Workforce)</li> </ul>  |

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“CiS’s range of services are synergistic and are based on offering clients integrated, best of breed solutions.”

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## Implementation Services

CiS will deliver packaged program and project solutions based on its technical and professional capabilities and in conjunction with strategic partners for Wireless, Wireline, Access and Data/IP networks.

Associated services include Test and Acceptance, Post Implementation Reviews and Quality Compliance and Audits.

## Managed Support Services

Managed Services for carriers, vendors and industry operates using an ASP model with leading systems, processes and people.

## Maintenance

Managed Maintenance Service uses a carrier’s existing workforce to deliver:

- Emergency / Planned Maintenance,
- Field Workforce Management,
- Spares, Logistics and Repair, and
- Service Centre and Help Desk.

Maintenance is a critical component of the concept of Asset Life Cycle Management.

Today’s carriers demand that equipment suppliers manage their assets from “cradle to grave” and that productivity and costs are measured over the life of the asset.

## Fit for Purpose

CiS is a niche provider of services with an ability to deliver appropriate skills, experience, systems and methodologies to address contract and project requirements:

- **Engagement / Service Ethic** – a solutions approach based on a deep understanding of selected clients;
- **Experience and Pedigree** - people predominantly drawn from carriers with extensive knowledge of technology, vendors and live networks;
- **Excellence** – a philosophy requiring excellence at all times;
- **Partners and Associates**—a network that is second to none with the very best hand picked people;
- **Flexible and Cost Effective** – a flexible and low cost partner and associate’s engagement model;
- **Range of Services / Technology** - delivering a wide range of services and communications technologies;



CiS Consultancy Services

CiS people have managed the establishment and operation of the largest such service centre in Australia. Within 12 months the centre demonstrated productivity and quality improvements, improved network availability and

lower costs. The CiS solution is based on improving the efficiency and effectiveness of in-house resources, through improved management of Contracts, Assets and the Workforce.

## Technical Support

As with Maintenance, the same processes and systems are effective in managing technical support, spares tools and test equipment.

## Network & Operations

Services offered in conjunction with partners include Network Monitoring and Performance, Service Activation and Service Provisioning.

- **Integrated Approach** – a wholistic integrated approach with the best systems and tools, efficient processes and a proven methodology;
- **Presence** - a central location in Singapore for delivering services throughout Asia Pacific. A pool of Australian talent. Subsidiaries and Project Offices in many countries with personnel who have successfully delivered networks in virtually

