



## Capability Statement

Current as at 1<sup>st</sup> September 2016

<b>Proprietor's Name:</b>	Mark Glann
<b>Trading Name:</b>	MG Practical Solutions
<b>ABN:</b>	93 624 559 032
<b>Year Established:</b>	2009
<b>Years' Experience:</b>	20+
<b>Legal Structure/Ownership:</b>	Sole Trader
<b>Location(s):</b>	Cairns, North Queensland Based
<b>Postal Address:</b>	PO Box 6311, Cairns, Qld, 4870
<b>Phone &amp; Fax Numbers:</b>	Phone: 07 4015 3349 Fax: 07 42255029
<b>E mail address:</b>	info@mgpracticalsolutions.com.au
<b>Web Address:</b>	<a href="http://www.mgpracticalsolutions.com.au">http://www.mgpracticalsolutions.com.au</a>

### My Vision

To provide good consultancy, advice, project management, supply and support over the complexities confronting Australians and Australian Businesses with their voice & data communications.

### Mission Statement

Always to provide honest advice, good quality and reliable products and services across both Information Technology and Telecommunications that is customer focused.

### Core Competencies

#### **Consultancy, Supply and Installation of PC Computer and Telephone Equipment**

Proficiency across both Communications and IT provides a **total solution** for PCs, Laptops, Mobile Devices such as Tablets & Smartphones, Phones & Phone Systems

#### **Supply and configuration of mobile wireless devices**

You can browse an Online Store providing mobiles and mobile plans and other essential services or order direct with me or my industry partners.

#### **Design and Integration of PC Computer and Telecommunication Networks**

Together with my industry partners, I tailor the systems appropriate to your business. We integrate your networks to reduce your total cost of ownership for supply and maintenance. This also empowers you to maximise your productivity.



## **Project Management of Your Expansions, Downsizing and Changes across your Telecommunications and Information Technology**

I liaise and negotiate with your outgoing and incoming carriers on your behalf. This takes the frustration away from your business by leaving this to us, the experts.

## **Consultancy over Communications and Information Technology**

You have someone across both IT and Telecommunication matters to consult in the making of your important decisions.

## **Communication Carriage Brokerage**

You save time by letting me find the best plan for your voice and data needs. I can tailor carriage suitable to your business needs.

## **Competitive Advantage**

I provide a **Total Solution** for both Telecommunications & IT matters thus reducing your total cost of capital ownership and maintenance. By engaging MGPS you leverage your time by handing over project management, and eliminating the arduous task of coordinating various contractors across both the Telecommunications and IT industries.

With MG Practical Solutions, you are speaking to the sales, marketing, administration and technical resources in one representative, Mark Glann. In most cases transactions are conducted face to face. Remote communications technologies and administration ensures effective customer liaison in remote regions.

## **Capabilities and Capacity**

- Services:** Mainly consultancy & project management services, data & voice carriage brokerage, hardware/software supply and installation, network design and troubleshooting/diagnostics. Contracted cabling at MDF & IDF and termination points.
- Products:** Telecommunications CPE (Customer Premises Equipment), PC computers, PC network routers and switches, Smartphones, Tablets, & Phone plans provided by vendors with their own warranties and support arrangements.
- Facilities:** Home office facilities including demonstration equipment
- Equipment:** PC Network, Video Phone, Cordless IP handsets, Smartphones, Tablets, Hosted and In House IP/PBX VoIP Demonstration Systems.
- Software/Systems:** Linux Operating Systems, Asterisk Phone System, Microsoft Network and Applications, VM Ware Virtual Machine Technology. Cloud based and in-house phone systems & data networks and collaboration systems. I partner with companies hosting software & virtual portals for the industry specific applications.



**Typical Value**

**of Projects:** Phone Systems: Average cost \$6,000 for larger systems and \$3000 for smaller systems; PC Networks with hardware & software: average cost \$15,000 for small to medium size network; PCs: average cost \$1000; Mobile Phone plans: average cost \$40/month; Data Carriage average cost \$80/month. Support, consultancy and project management @ \$100/hour (All Prices Quoted are Ex GST)

**Geographical Area**

**Served:** Australia Wide with remote IT online support and liaison with local IT Contractors. Local work is based out of Cairns, Far North Queensland, Australia

**Financial Capability:** Cash business – No Debt. Finance offered to customers via Pay Pal credit card and Flexi Commercial.

**Personnel:**

**Mark Glann, Proprietor**

TAFE Certified Computer Programmer  
Certificate IV Workplace Training & Assessment  
Diploma of Associate REIA  
Certificate IV in Small Business Management  
Past Account Executive - Telstra Dealership  
Past Account Executive - Optus Dealership  
Past Business Development Executive - Optus Administration  
Past Field Sales Manager - TV Satellite Communications  
Current Owner, Proprietor - Information Technology Services  
Current Owner Proprietor IT Consultancy Business  
Past TAFE Teacher MYOB Accounting & MS Software  
Past Product Manager & Key Account Manager - IT&T Distribution  
Effective Presentation Skills Certificate – AIM  
Certified Trainer for Attaché Accounting Systems.  
Certificate for Microsoft Small Business Servers  
Certificate for Microsoft Windows, File Print & Web Servers  
Lantastic Network Certification - TAFE  
Data Communication Certification – NCR  
Certificate for Supporting SCO Xenix Systems

**Industry Partners:**

I partner with the best of the best suppliers and service providers which ensures best customer outcomes.

**Industry Partners:**

- Carriage Providers
- Hardware & Software Suppliers
- Service Providers
- Data & Voice hosting providers.

