



New Zealand Defense Force Head Office, Wellington, New Zealand

# Your complete nationwide infrastructure partner

# Who is Complete Infrastructure Group?



## AN OVERVIEW

### PROUDLY KIWI

We are a 100% New Zealand-owned nationwide infrastructure specialist company with a network of over 250 professionals delivering the complete range of technology products and services to government and corporate clients with a professional, efficient, easy-to-deal-with style.

### COMPLETE SERVICE

We provide consultancy, design and installation plus ongoing maintenance in all areas of infrastructure (structured cabling, wi-fi, fibre) communication (phone systems, both PABX and VOIP), audio visual (meeting rooms, sound, video walls & advertising monitors), security (CCTV, access control and alarms), commercial, industrial and POE lighting, office desktop setup and management plus tiered managed digital and transformation services.

We really are your complete nationwide one-stop partner. We even deliver digital signage and EV charging solutions.

### SKILL & EXPERTISE

Our knowledgeable team are experts operating in a very structured, process-driven, and quality and safety-focused environment delivering the very best products and services with leading global partners guaranteed to deliver superior results every time.

### PROVEN & TRUSTED

We partner with you and your teams throughout the process, from design to installation and beyond, setting clear expectations, reporting regularly and ensuring that our quality work provides you with confidence, clarity and peace of mind.

We are a proven and trusted long-term partner to both the Government and the private sector. We are on many government infrastructure panels, all of which have specific standards for security vetting and clearance processes. It is a prerequisite of working at Complete Infrastructure Group that these standards are achievable.

# Exceptional outcomes.

**DELIVERING THE BEST ADVICE, SOLUTIONS AND ONGOING SUPPORT TO OUR CORPORATE CUSTOMERS, NO MATTER WHAT THEIR SIZE OR LOCATION.**

The team at NZ Data believe that any information, communication and technology solution supporting a business is more than a value-added product and needs to be expertly designed, implemented and maintained by skilled personnel to effectively support the growing requirements of any successful business.

We truly value our clients and are committed to providing them with innovative solutions, advice and ongoing support. We partner with the world's best suppliers of technology to bring our customers the best solutions available to meet their needs, and pride ourselves on the added value that we bring to the relationship.

Most importantly, we always strive to create memorable customer experiences, and aim to deliver unexpected, intangible value that cannot be packaged or sold.

This includes personalised service, attention to detail, and showing a sense of urgency to address concerns as they arise.





MORE OF OUR CLIENTS:

AA

airways

making your world possible

ALLIANCE

FARMERS' PRODUCE

ALSCO

ARA

SECURITY

ASB

ASPEC

Auckland Council

Te Kaitiaki o Te Kaitiaki

AVIS

babcock

bnz

Canterbury

District Health Board

Te Pori i Hauora o Waitaha

Capital & Coast

District Health Board

Te Pori i Hauora o Waitaha

CCI

CCL

Computer Concepts Limited

CentrePort

CPB

CONTRACTORS

countdown

Department of Conservation

Te Papa Atawhai

DEPARTMENT OF CORRECTIONS

Te Kaitiaki o Te Kaitiaki

DATAKOM

DHL

DOMINION

CONSTRUCTORS LTD

Downer

Relationships creating success

DC

DUNEDIN CASINO

ElectraServe

MASTER ELECTRICIANS

ELECTIONS

ELECTORAL COMMISSION

Te Kaitiaki Take Kōwhiri

EndFire

ENGINEERING

E/S/R

Science for Communities

facebook

FIRE

EMERGENCY

Fletcher

FLIWAY

DELIVERING TRANSPORT SOLUTIONS

FOCUS

CONSTRUCTION GROUP

Fonterra

Dairy for life

FREEAR PHILIP

Fronde

FUJITSU

genesis

Goldman Sachs

greater WELLINGTON

REGIONAL COUNCIL

HCL

HALLENSTEIN GLASSON

UNITED

HAWKINS

HIGGS

CONSTRUCTION

Healthscope

HERITAGE NEW ZEALAND

POUHERE TAONGA

Homecare Medical

partners in connected care

Hopper

HUTT VALLEY DHB

Inland Revenue

Te Tari Taake

KensingtonSwan

KERR CONSTRUCTION

KiwiRail

Manaaki Whenua

Landcare Research

Land Information New Zealand

Toitū te whenua

LEXEL

LEIGHS

CONSTRUCTION

liquid

security led IT

LINCOLN

UNIVERSITY

LT

McGuinness

BUILDING CONTRACTORS

MINISTRY OF JUSTICE

Te Kaitiaki o Te Kaitiaki

maycroft

CONSTRUCTION MANAGEMENT

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT

HĪKINA WHAKATUTUKI

McKEE FEHL

MetService

Meta

Ministry for Primary Industries

Manatū Ahu Matua

MITRE 10

Microsoft

Naylor Love

net

NZSTRONG

LEADING CONSTRUCTION

NZTRANSPORT AGENCY

WAIKATO REGIONAL COUNCIL

NTT

NZPost

Open Polytechnic

KURATINI TUWHERA

one.nz

ORANGA TAMARIKI

Ministry for Children

OTAGO POLYTECHNIC

Te Kura Matatini ki Otago

PGG Wrightson

PORTS OF AUCKLAND

TĀHAKI HERENGIA WAKA

PARLIAMENTARY SERVICE

Te Ratonga Whare Pāremata

Rauland

REANVZ

Rheem

INSTALL A RHEEM

The Selwyn Foundation

SKYCITY

SOUTHBASE

CONSTRUCTION

Sparknz

SPOTLESS

A Downer Company

steel&tube

STRONGER IN EVERYWAY

St John

TRAGER

INTERIORS AND CONSTRUCTION LIMITED

TE TAI OHANGA

THE TREASURY

2

VADA

Waitematā

District Health Board

Best Care for Everyone

Watt & Hughes

West Coast

District Health Board

Te Pori i Hauora o Rotorua o Te Pori

W

zeal

Commercial Interiors



Audio visual.

SOLUTIONS THAT MAXIMISE PRODUCTIVITY AND COLLABORATION USING INTEGRATED TECHNOLOGY AND INNOVATIVE WORKPLACE DESIGN.



Partnering with global leading-edge partners, we work with your business to understand your needs and deliver solutions that enhance collaboration and productivity.

Our range covers the complete requirements of communication from room booking, HD audio and video, interactive screen technology, video conferencing, digital signage and screen, to enable your business to operate on a global basis, saving time and money and maximising efficiency. We also offer unified presentation systems that enable small or large groups to clearly hear and see the messages.

Our energy-efficient solutions are designed with you and for you, providing unparalleled collaboration capabilities that enable you and your colleagues to quickly and easily share information.

Our dedicated and experience Audio Visual team understand what products are available, and how to migrate from your existing systems in a seamless and efficient way that fully integrates into not only into your business, but also into your building infrastructure, providing you with added efficiencies such as lighting and unified communications systems.



# Datacentre infrastructure.

## WE ARE A PROVEN AND RELIABLE PARTNER FOR ALL YOUR DATACENTRE SOLUTION NEEDS.

If you are looking for a partner with extensive knowledge of the core physical or hardware-based resources and components – including all IT infrastructure devices, equipment and technologies – we can provide a solution to meet the needs of your environment and budget.

A Datacentre infrastructure may include:

- servers
- computers
- networking equipment, such as routers or switches
- security, such as firewall or biometric security systems
- storage, such as a storage area network (SAN) or backup/tape storage
- datacenter management software/applications.

- It can also include non-computing resources, such as:
- power and cooling devices, i.e. air conditioners or generators
- physical server racks/chassis
- cables
- internet backbone.



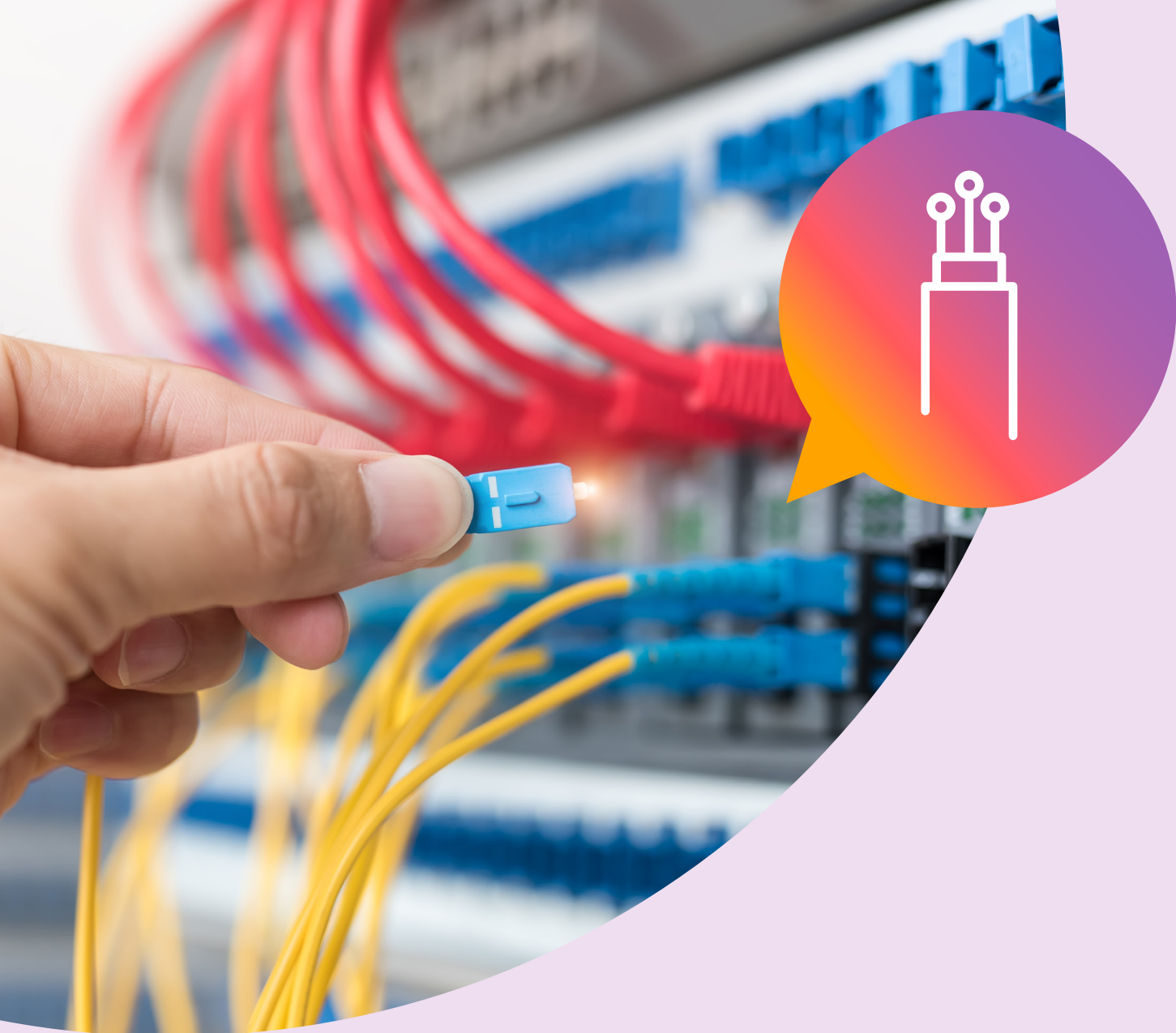
## Electrical.

### RELIABLE, QUALIFIED, COMMERCIAL ELECTRICIANS FOR EVERY INSTALLATION.

With our national network of experienced, qualified electricians, we can provide the complete range of electrical services.

From design through to delivery, we utilise the latest and smartest technology to provide energy-efficient solutions. We also offer state-of-the-art electric vehicle charging stations.





# Fibre.

**FIBRE OPTIC CABLES ARE THE MAIN METHOD USED TO CARRY INFORMATION LONG DISTANCES IN A FAST, COST-EFFECTIVE AND SIMPLE-TO-MAINTAIN WAY. THEY ARE MORE RELIABLE AND EFFICIENT THAN TRADITIONAL COPPER CABLES.**

Our dedicated Fibre specialist team works closely with our clients to design and develop solutions that deliver information when and where it is needed. Our proven processes ensure that we deliver well-documented and certified installations for peace of mind when it comes to managing and delivering your data when and where it is needed.



# Managed services.

## A SEAMLESS EXTENSION OF YOUR MANAGED INFRASTRUCTURE SERVICES.

Established OPEX monthly subscription-based fee for the onsite delivery and ongoing management of your Layer One infrastructure is often not standardised in organisations and is crucial to the operational success of any digital layer of service. Complete Infrastructure Group has established this service model to provide our clients with peace of mind that the Layer One environment is managed in accordance to agreed service levels and standards.

We offer Uninterruptable Power Supply (UPS), Connectivity Infrastructure, and Wireless services. In addition, Complete Infrastructure Group will procure the physical requirements and provide them back to you as an OPEX fee, with the option of transferring title back with you at the end of an agreed term or continue with an operational service.

- Onboarding process – Audit and remediation to an agreed best practice standard.
- BUILD: Wireless connectivity infrastructure procurement and asset management.
- OPERATE: Establish a governance and change management.
- TRANSITION: Establish a transition plan, including resource requirements, processes and training.
- Equipment procurement.





# Security systems.

WE OFFER THE COMPLETE RANGE OF ELECTRONIC SECURITY SYSTEMS, FROM ALARMS TO ACCESS CONTROLS AND CLOSED CIRCUIT TELEVISION SYSTEMS (CCTV).

With our approved partners and installation team, we can offer the complete range of products and services that best meet your needs and experience in working in all commercial environments.

We have aligned with trusted and reliable monitoring and guard service partners.

We understand that you and your property's safety and security is the priority. From the appropriate response service you require, with real-time alarm history via the internet, we have the cost-effective monitoring and guard services solution for you.



# Structured cabling.

ROBUST, HIGH-PERFORMING AND RELIABLE CABLING SYSTEMS ARE THE PLATFORM OF ANY COMMUNICATIONS NETWORK.



The team at NZ Data are experts at the design and installation of cabling systems that support multiple hardware uses for today's needs and well into the future in the most cost effective, value add and professional way.

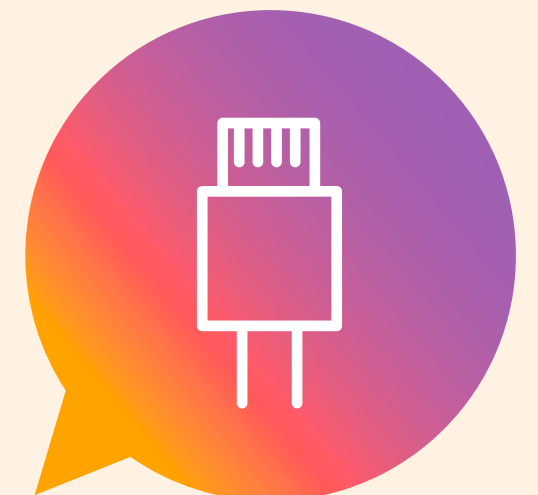
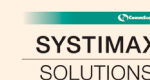
We only use quality global supply partners who are able to deliver best of breed solutions, ongoing support and training.

Our teams of trained, skilled professionals work collaboratively with you to plan, design, build and maintain practical cabling solutions that are versatile, reliable, scalable and above all tailored to meet your exact needs.

Add to this our huge global purchasing power, we ensure that we are the perfect mix of quality product, value for money, exceptional service with a future-proof support network.

We are your COMPLETE Infrastructure solution.

## OUR SUPPLY PARTNERS





# Unified communications.

**WORK SMARTER AND MORE EFFECTIVELY. WORK IS NO LONGER 9 TO 5 OR EVEN IN THE SAME OFFICE. COMMUNICATE COST EFFECTIVELY FROM YOUR DESK, FROM YOUR MOBILE, FROM YOUR BOARDROOM OR ON THE ROAD – ANYTIME, ANYWHERE.**

Organisations everywhere are seeking stronger employee engagement and customer experiences to enable more productivity and greater business agility. More effective collaboration helps organisations work smarter.

## **Improved collaboration**

Whether they are in the next office or on a different continent, unified communication (UC) brings employees together with unique instant messaging options, optional screen sharing, and voice and video calling, thus, improving the overall speed and ease of collaboration between employees.

## **Improved mobility**

One of the key advantages of UC is that it enables employees to work from anywhere, whether it is at the office, on the road, or from home. As companies continue to grow more dispersed due to trends like remote working and globalisation, UC solutions ensure that organisations can rapidly respond to customer needs. In an on-demand world, organisations cannot afford to respond slowly to business needs.

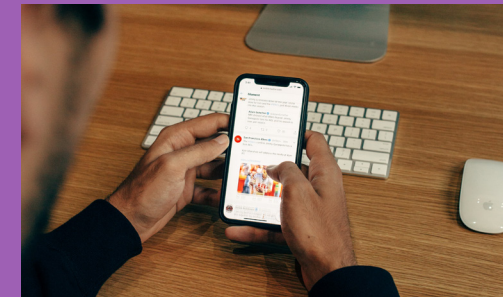
## **Improved customer experience**

UC enables businesses to deliver a stronger customer experience by ensuring that employees have access to the information and support that they need, when they need it most. If an employee needs to forward

a call to another department, they can do so knowing that an individual is there and available, thus reducing a customer's wait time. It also becomes easier for an individual to reach out to a fellow team member on a separate channel – while still on the call with the customer – for the required answer or information. This ensures that businesses can provide the most thoughtful and rapid responses to customer query.



# Wireless.



**NZ DATA HAS THE TOOLS AND EXPERTISE TO PROVIDE AND IMPLEMENT A WIDE RANGE OF TECHNOLOGY SOLUTIONS.**

At the core of our technology solution offerings is our wireless solutions.

Our team has extensive experience in wireless solutions gained from working a number of enterprise, resource and government clients.

Experience designing and installing within a diverse range of environments such as warehouses, office buildings, cool stores, educational campuses, ports and vehicle ferries ensures that NZ Data has the solution for all your wireless business needs.

NZ Data uses industry-leading analysis and simulation tools (AirMagnet) to discover, diagnose and design for even the most ambitious wireless projects.

NZ Data's wireless infrastructure services include:

- pre-installation spectrum analysis
- pre and post site surveys
- wireless performance testing
- wireless integration
- product supply
- implementation
- project management
- online quality control and documentation
- parts and labour warranties.





# Client portal.

**OUR EXCLUSIVE AND SECURE 24/7 ONLINE PORTAL COMPLETESUPPORT.CO.NZ DELIVERS REAL-TIME INFORMATION ABOUT EVERY ASPECT OF EVERY JOB.**

We provide our key clients with a dedicated secure online portal that delivers truly responsive and accurate service delivery information designed to make working with us simple and fast with minimum effort and maximum efficiency.

Following the complete project lifecycle, from first initiation to project completion, all tasks are recorded and monitored by our support team for immediate response.

This online information is available to our clients 24/7 and all data is updated in real time, allowing true and accurate information for both internal management and end users.

This online portal is fully customised to client and project requirements and updates include percentage of task completed, notes, photos and attachments of supporting documentation.

We know how critical communication is in order to deliver a successful customer outcome. The timely sharing of data, exchange of documentation and final sign-off are examples of where fast and effective communication is integral to providing extraordinary customer experiences.

## **ADVANTAGES OF THE CLIENT PORTAL**

- One secure and permanent place for all communication and documentation.
- Eliminate email overload.
- Access and share all relevant files and documents in a few simple clicks.
- Request, order and track all projects in real-time (24/7).
- Request an immediate quote.
- Exchange documentation across all devices instantly.
- Sign off completed jobs.
- Hosted in New Zealand.



# Complete nationwide coverage.

ALL ENQUIRIES: **0508 693 282**

SERVICE DESK: **0800 112 130**

EMAIL: **support@completegroup.co.nz**

CLIENT PORTAL: **completesupport.co.nz**

Complete Group has a network of over 250 dedicated professionals spread throughout New Zealand meaning we can quickly support our clients no matter where they are.



## WELLINGTON (HEAD OFFICE)

The Woolstore, North Entrance,  
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## AUCKLAND

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## CHRISTCHURCH

37A Carlyle Street,  
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## PALMERSTON NORTH

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Palmerston North 4414

## HAMILTON

## DUNEDIN

