Cloud Services and Managed Networks

1300 876 675
bctaustralia.com.au

BCT Precision Networks

A division of Bendigo Telco

Company Overview

BCT is a provider of high performance Virtual Private Networks to medium and large organisations. Our networks are integrated with Infrastructure as a Service (IaaS), Desktop as a Service (DaaS), Backup and Disaster Recovery and IP Telephony services.

Our tagline 'Precision Networks' describes the importance we place on design, planning and implementation of our solutions. The solutions are developed by our advanced technical engineers who are responsible for our national network and cloud infrastructure. Our 'measure twice, cut once' approach results in continuity of our customers business operations.

Our network connects over 4,000 services and has multiple points of presence in every state across Australia. Our network is so reliable, it supports one of Australia's largest financial institutions, the Bendigo & Adelaide Bank.

BCT is certified Payment Card Industry (PCI) compliant for network transit and has significant experience in the delivery of PCI certified networks.

BCT is a direct partner of NBN Co. and is one of the first service providers in Australia to offer NBN's Business Grade Traffic Class 2 product.

BCT was established in 2001 and is an Australian publicly listed company that has returned very healthy return on shareholder dividends for over a decade. Our average dividend yield over the past 5 years has been 10.15% fully franked.

When you choose BCT, you access a culture of experienced, professional people who understand the importance of responsiveness and will always go the extra mile to support your business.

BCT specialises in gaining a deep understanding of our customers' IT infrastructure and deploying and integrating cloud and networking solutions that meet our customers' present and future requirements.

"BCT is certified to build customer networks that comply with the PCI DSS standard."

Virtual Servers

No Hardware to Purchase

Investment in Virtual Servers can significantly lower your upfront project costs. Server-grade hardware is very expensive and consumes valuable resources such as electricity and office real estate. Convert your proposed capital expenditure for server hardware to flexible operational expenditure and pay by the month. BCT has a broad range of server offerings to make sure that your initial investment outlay perfectly matches your technical requirements.

Service Assurance

BCT has invested in and worked with IBM's Tivoli Netcool to implement some of the most sophisticated monitoring and reporting systems available to support our Virtual Server infrastructure. These automated systems are backed up by our dedicated and highly trained team of Virtual Server Engineers, who will proactively identify and resolve infrastructure problems to ensure the highest possible uptime and performance of your servers.

Lower Support Costs

IT expertise is very expensive. BCT can help you control costs by managing the system for you. We have a range of support options that allow you to outsource the management of your Virtual Server resources to us. This allows the support of your Virtual Servers to be delivered for a monthly fee, just like the servers themselves.

24/7 Platinum Level Support

Platinum Level Support ensures that your Virtual Server has the highest possible uptime. We have a range of support options for your Virtual Server platform. These support capabilities connect you to our team of Virtual Server Engineers who will be able to assist you with any operational issues.

Your Local Data Stays Local

BCT's Data Centres are located in Australia so you can be assured of where your data is physically kept. This can be very important for companies that have a legal responsibility for the security and confidentiality of data. Local data centres also ensure the lowest possible latency and highest access speeds to your servers.

Our Data Centres

Security controlled, away from risks like fire and theft. All data centres used by BCT, including our own, are state of the art, secure, purpose built facilities, for the housing of data communications equipment and Virtual Servers. The Data Centres incorporate the most up to date fire prevention facilities and are fully equipped with generators and uninterruptible power supplies that ensure 24/7 operation under the most adverse conditions.

Industry Leading Platform

BCT Virtual Servers are created within a high availability environment with industry leading hardware and software from VMware, Cisco, EMC and CommVault. We have invested in premium technology products so that your Virtual Servers will be backed by the most well renowned names in our industry. Our commitment to technology market leaders ensures the highest possible performance and availability of your Virtual Server infrastructure.

Patch Management

BCT can apply software patches including security updates, critical updates, update rollups and service packs on the Microsoft operating system, and applications for you on either a monthly or quarterly basis. Once the patches are installed, one of our Virtual Server Engineers will notify your technical team. Freeing up your IT resources from mundane tasks such as software patching allows them to focus on outcomes that meet your business drivers.

Industry Leading SLAs

Have peace of mind that your Virtual Server will be online when you need it. BCT's support offerings are backed up with industry leading SLAs (Service Level Agreements) so you can be sure of receiving the highest possible level of server uptime and reliability.

PCI Compliance

BCT is one of very few network providers that have been certified with Payment Card Industry compliance, so you can be assured of the highest standard of security systems and processes. This level of security certification is mandatory in the world of financial services, but also serves to give our other customers the assurance that security is inherent in everything we do.

"BCT's Virtual Servers are created with industry leading hardware and software from VMware, Cisco, EMC and CommVault."

Public Internet or Private Network

Connectivity options provide the right balance of flexibility and security. BCT is able to offer Virtual Servers that can be accessed via the 'internet' or in a private network. Combining your Virtual Servers with a BCT MPLS VPN, further ensures access to your Virtual Servers with the added benefits associated with having your offices connected via a national MPLS network. We can offer configurations that have redundant internet connections and have a broad range of firewall capabilities.

Operating Systems Options

Virtual Servers are based on either Microsoft Windows or Linux Operating System environments. As a direct partner of Microsoft, BCT has access to a Microsoft 'Service Provider Licence Agreement'. This enables all licencing fees to be paid for in a convenient monthly payment, further reducing up-front capital costs as well as providing licensing flexibility and compliance peace of mind.

Simple Capacity Expansion

As your business grows, so can your Virtual Servers – no wastage. With BCT's Virtual Servers you can add processors, memory and disk space that grows as your needs expand. A whole new Virtual Server can be quickly created if your project requires it. Don't keep paying for capacity that you don't need – and ensure you have exactly the right resources at the right time.

Free Daily Snapshot Backup

Arguably, the most important aspect of any cloud platform is the backup system. Physical equipment can be replaced; data cannot. With this in mind, we have architected the backup platform for our cloud using an innovative and unique backup solution leveraging CommVault software and EMC storage.

The backup architecture ensures that we have four copies of your data at any one time. The first copy of your data is live and connected to your production server. The second copy of your data is sent to an alternative storage array within the local Data Centre. The third copy of your data is sent to an alternative storage array at a remote Data Centre, and the fourth copy is written to tape and is moved periodically to a secure remote facility.

We believe this backup strategy provides the highest level of data protection for our customers, enabling the fastest possible restores in the event of data loss or corruption, as well as the lowest possible Recovery Time Objective in the case of a disaster.

Virtual Private Networks

Security and Resilience

BCT's Virtual Private Network capability is centred on the security of our customer's data. Our VPN Network core is one of the very few in the world certified as PCI compliant. The network has been engineered using the very latest in redundancy technologies and delivers industry leading uptime and SLAs to our customers. Our network is relied upon by major financial institutions to deliver their data securely, continuously and in a manner that helps them meet their own compliance obligations.

Payment Card Industry (PCI) Compliance

BCT has invested in the processes, people and technologies which have enabled us to achieve Payment Card Industry (PCI) compliance.

Working with Texas, USA based QSA company K3DES – who have certified PCI compliance for industry leaders such as PayPal, BCT achieved PCI compliance in 2012.

Importantly, BCT's PCI compliance is specifically for its network infrastructure and service assurance. This allows us to offer our customers the ability to extend their own PCI compliant infrastructure over a much broader geography. The result is enhanced security, end to end compliance and reduced compliance costs. PCI compliance requirements are being extended over a growing segment of the commercial environment from retailers to the banks themselves – making BCT's PCI compliant network capabilities a central part of many of our customers' compliance regimes.

Network Architecture

BCT's MPLS VPN architecture is founded on dual Points of Presence (PoP) in each capital city of Australia. Each PoP is interconnected with dual high speed and diverse links to ensure that a failure of one link does not disrupt the networks operation.

BCT's network core is built upon an industry leading Cisco infrastructure. In order to deliver a reliable network, BCT's systems and processes are based on PCI, ITIL and ISO standards.

The combination of proven hardware, redundant links and proper systems and processes provides our customers with a network architecture that delivers the network uptime and security they demand. BCT has the broadest possible network coverage. Across Australia, we can ensure that your branch offices can be connected with low cost, resilient technologies such as ADSL2 with 3G failover, and that your larger sites can be connected with the highest speed technologies available including multi gigabit fibre.

Encryption

Data security is an essential element of all Virtual Private Networking. BCT can ensure the secure delivery of your data in a fully PCI compliant manner by using industry standard encryption technologies. BCT has chosen to focus on GetVPN Encryption, a versatile end to end encryption facility that provides complete privacy during transmission. The distributed nature of the GetVPN Encryption system ensures that the system of encryption has the underlying resiliency to match that of the network itself – a key requirement for PCI compliant network encryption. BCT is authorised to provide encryption key management in a PCI compliant manner. This enables our customers to focus on their business and to rely on us to meet this section of their security obligations. BCT can provide true end to end encryption capability across its Australia wide VPN network infrastructure that meets the exacting requirements of PCI compliance.

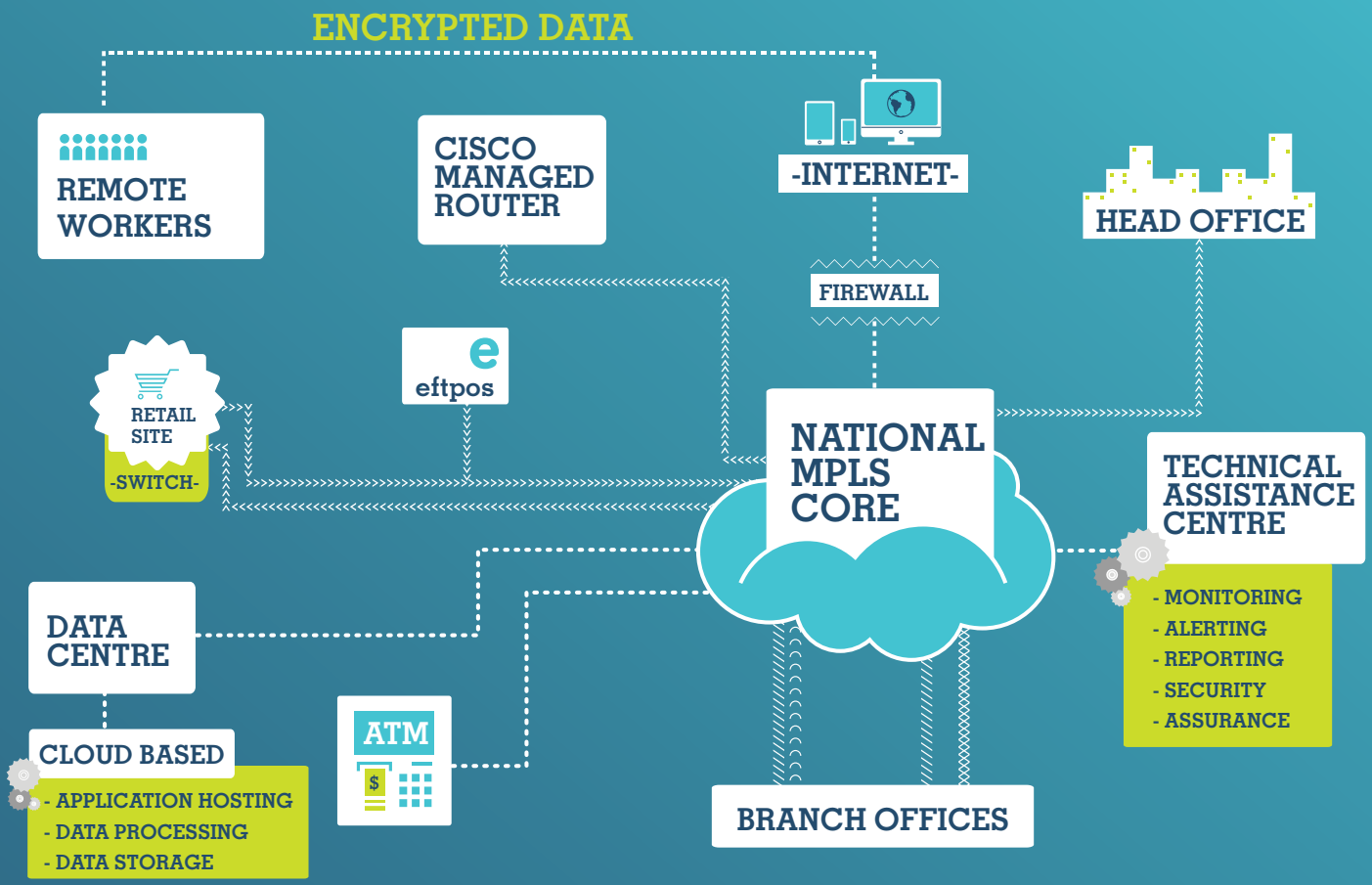
Management Information

BCT's 'Customer Service Desk' provides state of the art portal access to a rich variety of management information concerning the performance of your network. Our customers can obtain a rapid and complete understanding of their network's status by virtue of the reporting and graphing capabilities available.

Up to date information for VPNs is essential as it shows when parts of the network are nearing capacity, allowing for the coherent planning of required network infrastructure upgrades.

Technical Assistance Centre (TAC)

BCT has a 'Technical Assistance Centre' staffed with fully trained networking experts. Our staff are continuously undergoing certification up to and including CCIE level. We offer two grades of technical support - Premium which covers 8.00 am to 6.00 pm EST normal business hours across Australia, and Platinum, that extends this to 24/7 support coverage.



Quality of Service

Quality of Service or 'QoS' is a key component of VPN technology that is used by many of our customers. The use of QoS greatly improves the efficiency of network link utilisation and can be essential for many slower speed links to operate effectively. QoS delivers the ability to decide on the 'priority' that is given to any identified type of network traffic – allowing for example, the traffic from a telephone call or an ATM transaction to take priority over a simple data transfer. For networks that integrate data and voice, and perhaps even video, QoS ensures that these disparate data classes can be delivered efficiently and cost effectively.

Voice and Data

Many organisations today are looking for ways to increase business efficiency. One way to achieve this can be the convergence of voice traffic over a VPN that traditionally only carries data. BCT has considerable expertise in implementing these 'converged networks' over a range of underlying network types. Appropriate VPN technologies can reduce the cost of business by allowing the network to be used for voice as well as data in a secure and managed fashion.

Customers

BCT has a number of high profile customers from the banking and finance sector who make use of our PCI compliant Virtual Private Networking capabilities. We currently implement both national and state based branch banking networks ranging from more than 500 sites down to 20 sites. We also provide interconnects to the Visa and Mastercard payment gateways for others. Over 1000 ATM machines Australia wide utilise our secure network infrastructure 24 hours a day.

Connectivity Options

No matter where your offices are located in Australia, BCT has access to the technologies to provide the interconnections to our VPN core systems. Available connection options include ADSL, ADSL2, and also higher speed links such as Ethernet over copper or fibre. We have a broad range of connectivity options and many of our customers choose to augment this using our 3G failover capabilities to ensure continuous customer services even if the primary links become affected by natural occurrences such as fires and floods.

Technical Support

Technical Assistance Centre

The BCT Technical Assistance Centre (TAC) is the primary interface and main point of contact for technical support for our customers, partners and staff. We have built our customer engagement model around industry leading standards such as ITIL and IT Service Management - AS ISO IEC 20000:2007. This focus on compliance is underpinned by staff that have both deep technical understanding and an empathy for your business needs. We are committed to providing the level of technical support that comes from a real understanding of the technologies that our customers have deployed. This is reinforced by our insistence on staff having a broad range of industry certifications from vendors including Cisco, Microsoft, VMware, Citrix and Commvault.

WAN networking technology – In the Australian environment there is a great variety of transmission technologies – everything from ADSL to Fibre. BCT has significant expertise at resolving problems in all these situations and has its own extensive fibre optic WAN network in operation.

Virtual Private Network deployment - BCT has implemented many very significant VPN's for customers across Australia and has an unmatched support capability for this type of environment.

Virtual Servers and Cloud Technologies - BCT maintains a truly cutting edge Virtual Server hosting environment and has allowed us to develop a support capability to match. Our support offering is enhanced by the ability to provide our customers with a wide range of reports and real-time metrics.

Voice networking over a traditional data network - We can deliver an efficient converged networking capability. This capacity is a key driver of cost savings in the modern networks of today – but support of these environments is critical to their success. BCT has the know-how and analysis tools to ensure that each class of traffic is delivered efficiently and effectively.

PBX Implementation – BCT has wide experience in the support of PBX systems from vendors such as Avaya, Samsung and Panasonic and the integration of these systems into data networks. Our fundamental knowledge about telephony systems ensure that PBX support and implementation are a 'core competency' – not just an adjunct to our data networking expertise.

True Subject Matter Experts

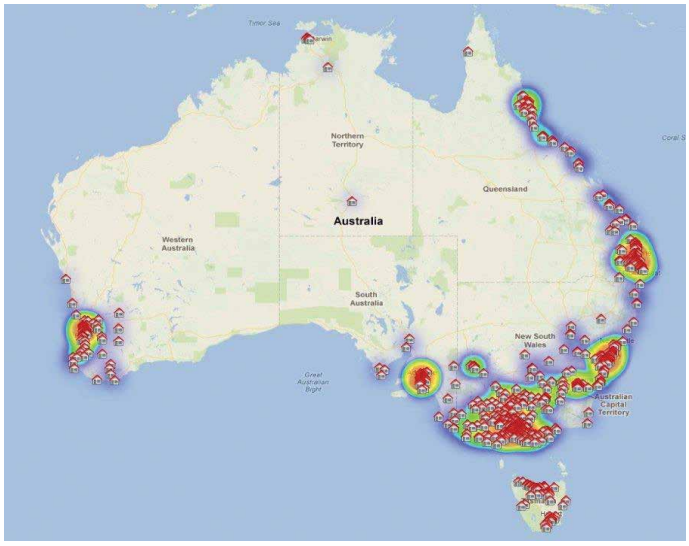
BCT has made a long term investment in both people and process. We have built a support framework that ensures that each individual in our team develops a capability with respect to the design and deployment of ICT systems in actual customer environments and the ongoing evaluation and support of these systems. We have endeavoured to create a support environment where the engineer that designs and deploys your equipment will be a member of the support team responsible for its ongoing support and maintenance. Our Engineering team members are continually engaged in upgrading their skills and industry credentials to the highest levels in their fields. Our Technical staff are often used as subject matter experts in industry conferences on cloud and network systems.

Network Design

The initial work that goes into the network design will determine if your network will become an asset to your company rather than a cost. BCT Engineers are fully conversant with the fundamental design precepts of sound networking that will ensure that your infrastructure will perform as it was designed to. Today's networks often combine a range of link technologies as diverse as ADSL and high-speed fibre while supporting an organisation's entire voice, data and video requirements. Competent design is the cornerstone of creating a network architecture that will support your business-critical functions effectively and reliably.

Guaranteed SLA Performance

Our customers' ICT systems depend on uptime. BCT is committed to delivering industry leading uptime, backed up by our written "Service Level Agreements". Our capability of monitoring key performance metrics ensures that we have visibility into any potential disruption of your supported infrastructure in real time. Performance indicators such as latency, jitter and packet loss are metrics that we can use to trigger threshold alerts to our Technical Assistance Centre who will act quickly to resolve potential performance issues on behalf of the customer. Customers can be provided with a comprehensive monthly report that provides a consolidated view of a wide range of network performance indicators. This enables our customers to understand whether the capacity of their infrastructure is sufficient or if its limits are being approached.



Our customers are located Australia wide

People, Processes and Systems

Our customer engagement focus will deliver a range of benefits for your business. Your initial point of contact within our organisation is not a recorded message or a 'call centre', but a certified technical expert who will know about your network and your business. Our Engineers will have at their disposal your original system design and any upgrades and improvements that have been made. Our knowledge of your environment will facilitate efficient resolution of any technical support issues.

Real Time Network Indicators

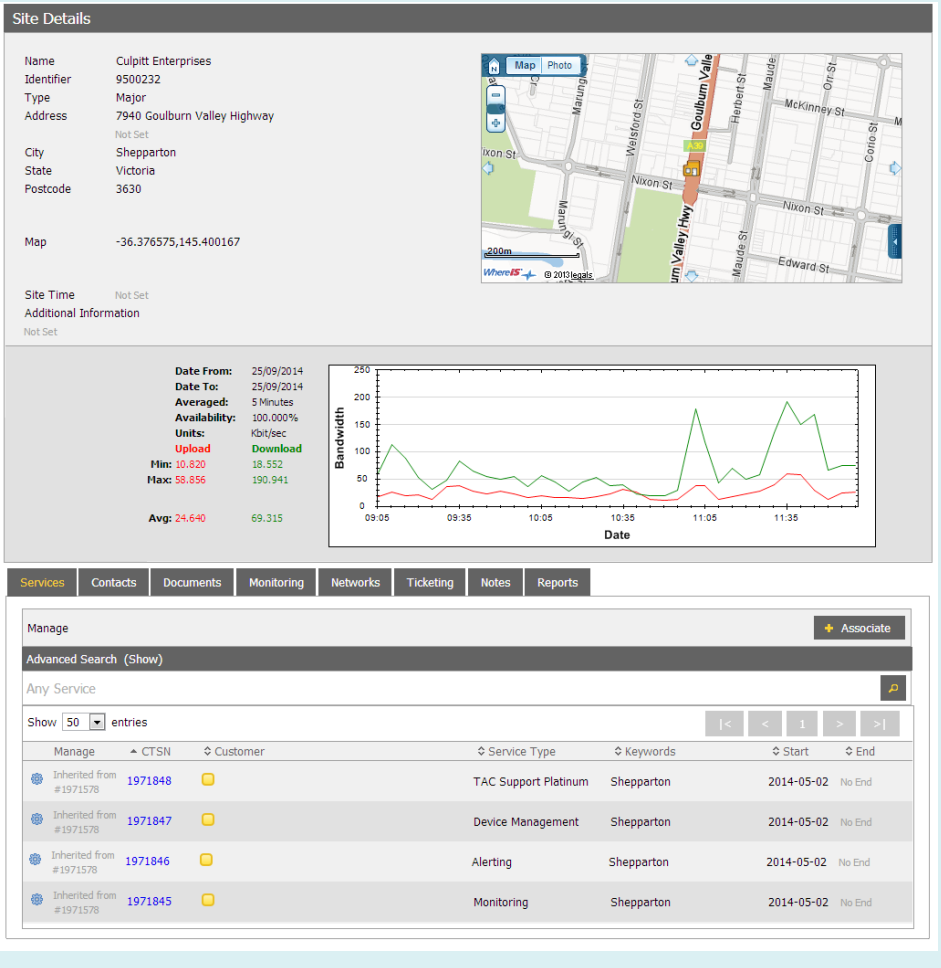
BCT has developed the technical capability to monitor a range of networks indicators in real time. This can provide our customers with insights into their networks health and allow the correction of problems before they begin to affect the performance of the business. Our network data collection capability also enables customers to take an historical view of their networks capabilities. This can assist our customers with benchmarking and trend analysis that will yield the most efficient and effective network utilisation.

Industry Leading Tools

BCT has invested in industry leading tools such as IBM Tivoli Netcool Omnibus that delivers event correlation across all our customers' networks. This event correlation provides us with the ability to understand problems in customer networks and alert our customers to these problems before they impact the business. We also use IBM Network Configuration Manager that delivers compliance service to our networks. For our customers, IBM NMS ensures that networks are configured using the strictest possible security regime.

Network Operations Centre

In addition to our Technical Assistance Centre, BCT operates a dedicated Network Operations Centre (NOC). The NOC team are highly focused on making sure BCT's core network is always performing at the highest level. Unlike many other providers, our NOC is available to our customers enabling them to take advantage of our highly skilled and qualified engineers, not only when incidents arise, but also for planning and design.



BCT provides customers with a wide range of real time network indicators and customer intelligence

Field Services

Our Field Services department is focused on the deployment of ICT services in a manner that meets BCT's Platinum Service Promise. They have a broad range of industry certifications that enable them to work in a full range of environments from an office building to a major construction site.

BCT's Field Services team is fully experienced in all aspects of cabling systems including phone and data cabling and fibre splicing and installation.

Phone System Installation and Programming

BCT's Field Services team is a fully accredited installer of PBX phone systems from a range of manufacturers. We have chosen to focus this expertise on the supply and implementation of Avaya, Samsung and Panasonic systems. The Field Services team can handle every aspect of these deployments from initial planning and consultation to cabling, programming, training of staff and ongoing support.

Our Engineers are kept up to date by regular attendance at conferences and training courses from Avaya, Samsung and Panasonic so that our customers can have access to the latest capabilities in this area.

Data Cabling

BCT's Field Services team are fully certified by TITAB Australia with Open Cabling Registration licences to enable them to install data cabling in a wide range of customer environments. We are proficient in the implementation of category 5 & 6 cabling for data networking purposes. All Field Technicians are Krone Certified "Master Installers" enabling the competent implementation of cabling for all types of data and telephony systems.

Optical Fibre

Optical Fibre is becoming increasingly common in Australian voice and data networking. All of our engineers have undergone optical fibre splicing and testing certification. They have broad experience in the deployment and troubleshooting required for a fibre optic network. BCT have made significant investment in the equipment required for fibre cabling and can efficiently splice fibre in demanding environments where low light loss is imperative.

Deployment of Routers, Modems and Switches

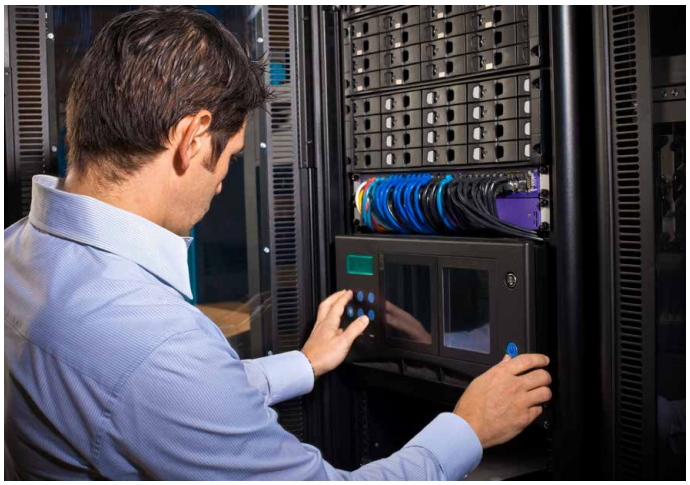
BCT Field Services team have significant experience in the deployment of routers and switches for voice and data networks Australia wide. The department has handled field deployments involving hundreds of routers in widely distributed environments. Our certifications in cabling enables us to deliver both the services required to ensure the proper cabling for your equipment, as well as implementing the physical routing and switch hardware. Field Services can offer deployment only or deployment and testing in all these types of networks.

3G Data Solutions

The Field Services team have broad experience in the delivery of networking services over 3G. This can be very useful in rural or remote environments that cannot get access to ADSL – and is often preferable to satellite access. Our Field Services team have sophisticated 3G signal testing equipment to enable the delivery of high speed data networking via 3G – even in very low signal strength environments. Our capabilities with cabling and our essential cabling certification combined with our knowledge of 3G networking means we can provide an end-to-end solution for our customers.

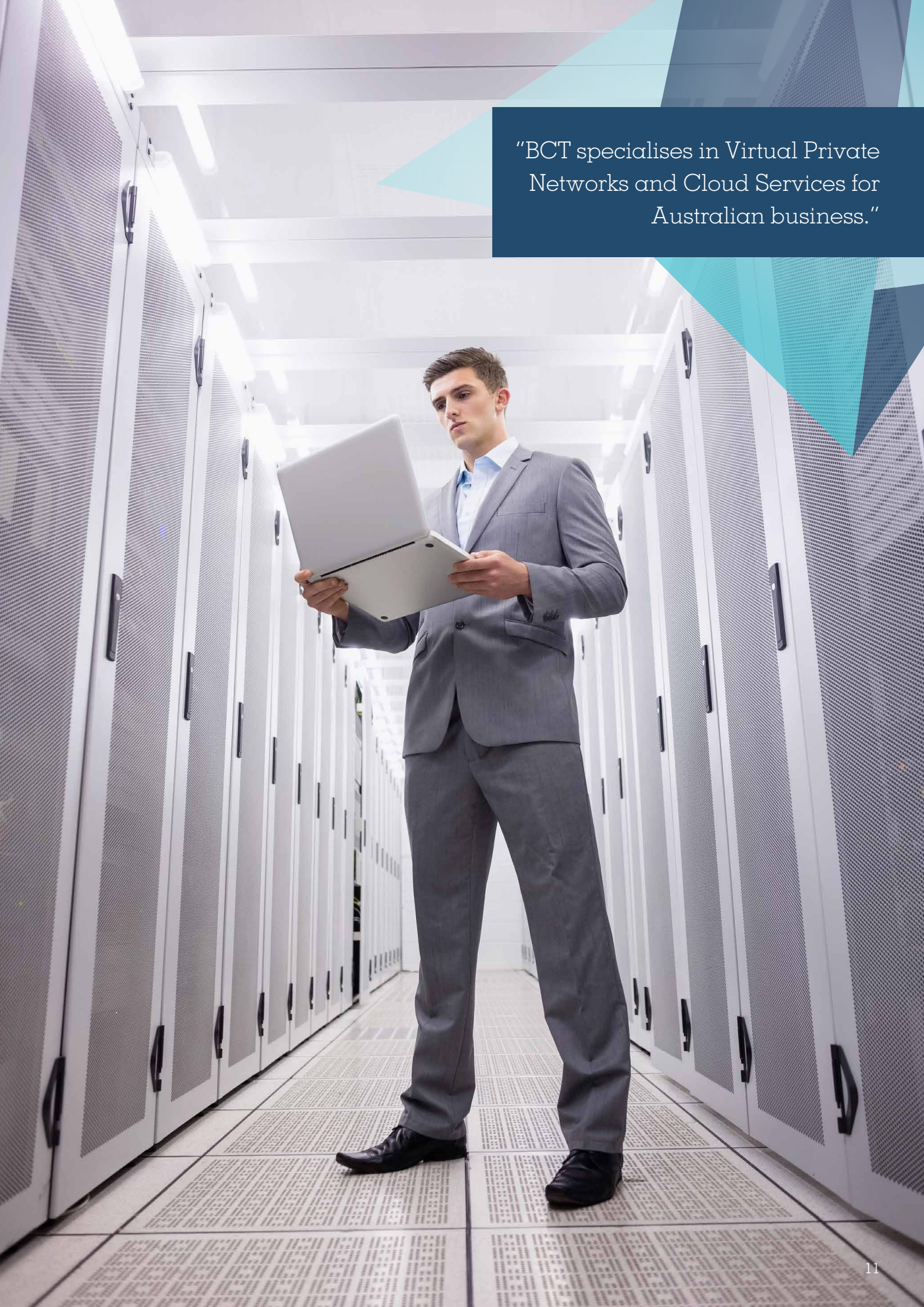
Data System Design, Installation and Commissioning

The Field Services team are experts in the design and implementation of the cabling and facilities for integrated voice and data networking. We can implement the entirety of your voice and cabling requirements from a greenfields environment, working from your plans – or in existing buildings and facilities. All systems such as IDF's and MDF's can be implemented by BCT's Field Services team, providing our customers with an end-to-end solution – from design to deployment.



Security Systems Cabling

The implementation of Mode 3 cabling for security systems is a specialised field requiring an understanding of the interaction between this type of network and systems such as APLS. Field Services has significant experience in the implementation of cabling systems for specialised applications such as Aged Care Priority Dialling.



"BCT specialises in Virtual Private Networks and Cloud Services for Australian business."

PLATINUM SERVICE PROMISE

A Better Class of Service

Our Platinum Service Promise ensures we will always:

- **Listen to you**
  Everyone at BCT will make an effort to genuinely understand your needs and so become effective in finding the right solution for your business.
- **Add value to your business**
  It's important we make honest and realistic assessments and whenever we can, add value to your business.
- **Show respect in our dealings**
  We genuinely care about our customer's requirements and respond with thoughtful attention.
- **Show urgency in the things we do**
  It's essential to act swiftly when any customer needs service.
  Your requests are the most important to us every day of the week.
- **Appreciate having you as a customer**
  We will work through any given situation with respect and consideration.
  By working hard to please you, we demonstrate that we value your business.
- **Maintain our commitment to supplying innovative products**
  Ensure our customers always have access to the most innovative technology available and back that up with the assistance needed to support it.
- **Put the customer first**
  Your needs are more important than any of our processes or back-office procedures and we never let our systems get in the way of service.

Our Partners

commvault solving forward · cisco · Microsoft Partner Silver Server Platform Silver Hosting · CITRIX · IBM · vmware PARTNER PROFESSIONAL SERVICE PROVIDER · PCI DSS COMPLIANT

Customer enquiries

Corporate head office

23 McLaren Street Bendigo Victoria 3550

P 1300 876 675
W bctaustraila.com.au
linkedin.com/company/bct---precision-networks
facebook.com.au/bctaustralia

BCT Precision Networks

A division of Bendigo Telco

Bendigo Community Telco Limited ABN 88 089 782 203 trading as BCT®