

IT is core to your business...
Our core business is IT

PicNet Corporate Profile
www.picnet.com.au





We take pride in our superior reputation and enjoy being recognised by our peers as a leader in IT services.

People, Information and Collaboration Network

PicNet adds value to organisations, utilising a unique IT management model based on quality people, IT expertise and collaboration.

Our services - IT Support, Software Development and IT Consulting - are driven by superior customer service.

With expertise in multiple technology and business areas, across a variety of industries, our dedicated team of professionals has both the knowledge and experience to help clients become high performance businesses. Our services include software development, infrastructure management and support, project management and consulting, support desk services and our own enterprise risk management system - Risk Shield

Our Services

- IT Support
- Software Development
- IT Consulting

Our Products

- Mouse Eye Tracking
- Risk Shield
- The PicNet Table Filter

What makes us different?

It may be cliché, however our clients are the first to proclaim “the PicNet People” as being our best asset. We take pride in our superior reputation and enjoy being recognised by our peers as a leader in the field of IT services.

We constantly review our performance and are always trying to identify ways of improving and expanding our services. Our list of reputable long term clients is testament to our high level of service, dedication and our overall performance.



I'd worked with consultants at PicNet before and I knew that if I could immerse them in our business and then harness their technical expertise – there'd be benefits all round. It was definitely the quality of the people that set PicNet apart.

John Doran
Regional IS Director ANZ
Reckitt Benckiser

IT Support Services

Many companies find they don't have the internal expertise or resources to effectively manage their IT infrastructure and support the demands of the organisation.

PicNet offers a proven solution (based on the ITILv3 IT Services Framework); we partner with our clients to manage and support part or all of the technology infrastructure and services within their businesses. This allows them to focus on their core businesses and frees up vital internal resources. Issues are resolved quickly and efficiently, reducing staff requirements and increasing productivity throughout the organisation.

PicNet's team of experienced IT professionals will provide your organisation with fast resolution of issues and long term technology support to help achieve your business objectives. Our use of industry best practices and certified technicians ensures that you get the highest quality support.

Partnering with PicNet will allow you to enjoy the benefits of an efficient and productive IT infrastructure, without having to shift strategic focus from your core business.

More than just IT support

PicNet's IT infrastructure support team is dedicated to helping clients achieve their long term business goals and strive to add strategic value to their business.

Whilst the customary focus is to deliver effective IT infrastructure support, our long term goal is to present superior intelligence that provides the CIO with all the necessary information required to develop a strategic and effective long term IT plan.

We do this by offering our clients pro-active management and reporting tools with proven methodologies designed to highlight reoccurring issues and identify trends or areas of priority in terms of IT infrastructure management. Part of this service includes the provision of monthly and annual graphs of IT infrastructure resources that allows for appropriate capacity, demand and availability management.

The monthly report also provides an inventory of the main IT issues that have arisen from service requests registered with the helpdesk including resolution timeframes for past/current months, previous recommendations and actions taken. This is another way of highlighting reoccurring issues and the key IT areas within the business that need addressing.

Support Desk Services

PicNet provides customised help desk support with tailored solutions to meet your precise needs. Whether it is remote support via the telephone or support tools, onsite technical support, specialised support for your own unique software - or even a combination of services, PicNet has the expertise to provide effective and efficient support that will aid in reducing down time, increase productivity and cost savings.





PicNet's management and programmers listen very carefully to our needs and wants before developing the application.

Many other software providers and programmers we've worked with develop applications they think we need.

Dalton Gonsalves
Senior Disease Management
Manager
Pfizer Australia

Software Development Services

Many organisations experience a shortage in internal custom software, application and website development skills; they are unable to deliver custom software projects as quickly as the business needs them.

We take pride in our reputation for delivering innovative, high quality software solutions. By developing custom designed software that addresses a customer's overall business needs - rather than focusing solely on their current technology requirements - we have been able to help many companies improve productivity, grow their bottom line, and develop a unique competitive advantage.

Our programmers and managers listen very carefully to customers' needs and wants before developing an application.

Agile Project Management

PicNet software development is heavily influenced by the new breed of Agile software development methodologies, as well as PRINCE2 and our own risk management methodologies (using our Risk Shield offering). These combined methodologies ensure that projects stay within budget and on time, and deliver the features and functions required by users and stakeholders.

In traditional project management methodology, projects are seen as a complete pre-planned process, whereas, in agile project management methodology, it is based on the processes of human interaction management and collaboration.

Our Approach

Exceed expectations by:

- Using value-led business processes.
- Emphasising team selection and structure.
- Remaining flexible to accommodate changing needs.
- Placing customers in command by using phase-based, milestone-driven, iterative project plans.
- Integrating risk management into all process and activities from day one.
- Not off-shoring development projects.

Ongoing Support

PicNet has the ability to provide ongoing support once an application is developed and deployed. This will ensure that the solution meets the ongoing needs of the organisation.

Additionally, many companies find they have a remarkable piece of software, but not the time or expertise to provide an adequate level of support for their growing user base. Having access to professional support with the expertise will ensure maximum productivity by helping staff to use the software to its full potential.





We have always engaged PicNet's services for a number of project management activities. We've worked closely with them on a number of projects and they've always delivered superior benefits to our business.

The quality of their people coupled with their thorough understanding of business definitely sets them apart from their peers.

Bill Catopodis
Senior Manager
Business Technology
Pfizer Australia



IT Consulting Services

With extensive experience across a broad range of industries, PicNet has the ability to provide a customised team that delivers strategic solutions, on time and within budget. Our philosophy is founded on a 'project execution' approach that tightly controls the project scope, while remaining pragmatic and with a strong focus on the end result.

In addition, PicNet helps clients in reviewing processes, projects and IT strategies to restructure and cut costs to make their business more efficient.

In many projects, the planning phase can seem relatively straight forward, however when it comes to execution, things seldom go to plan. This can be due to a multitude of reasons including limited internal resources, lack of expertise or insufficient commitment from team members.

By partnering with PicNet you will benefit from a dedicated team with expertise, focus and methodologies to drive even the most complex project to a successful conclusion.

We specialise in...

- Project management
- Business analysis
- Critical process analysis & improvement
- Other information technology services are tailored as per customer requirements

IT Due Diligence

Helping organisations identify, analyse and report on the IT risks in the target company of corporate mergers or take-overs.

Business Continuity Planning/Disaster Recovery Planning

Designing, developing, testing and refreshing Business Continuity Planning (BCP) and Disaster Recovery Planning (DRP).

Pharma IT Validation

Helping pharmaceutical companies review their compliance with corporate and regulatory environments.

IT Security Penetration Tests

Testing the robustness of your IT infrastructure and applications against possible external penetration and intrusion.

Powered by Content Security

Our Products



Mouse Eye Tracking

PicNet's Mouse Eye Tracking SaaS includes a variety of features such as heat maps, mouse tracking and page navigation to help you maximise the effectiveness of your web presence.

www.picnet.com.au/met



Risk Shield

Created in 2003, Risk Shield is the most advanced, comprehensive enterprise risk management software solution available and allows corporations to manage risk and compliance requirements. Risk Shield can also be licensed to your corporation and hosted by your own company.

www.riskshield.net



PicNet Table Filter

This jQuery plugin adds real time Google-like column filtering capabilities to a regular Html table. This is an open source project is released under The MIT License (MIT).

www.picnet.com.au/picnet_table_filter.html

About Us

Our Clients

Our primary focus is to develop strategic long term relationships with our clients. This dedication to long term partnerships has allowed us to help many leading organisations achieve their business goals and grow strategically through the effective use of technology.

Some of our clients include: The Attorney General's Department of NSW; Novartis Pharmaceutical; Reckitt Benckiser; Defence Maritime Services; Fuji Xerox; Investa Property Group; OEM Technology Solutions; Fremantle Media Australia; Cellarforce; Milestone Group; MGM and Wallenius Wilhelmsen Logistics.

Our Partners

To ensure that we can consistently deliver the finest technology solutions available, we have developed a number of strategic partnerships and alliances. Furthermore, we are recognised as a Microsoft Gold Partner, with certified expertise and direct support from Microsoft.

Other strategic partners include Web Central and IBM.

Contact Us

For more information about how PicNet can deliver strategic technology solutions for your business, please contact us today.

Ground Floor, 120 Christie Street
St Leonards NSW 2065
Sydney, Australia

Ph: +61 2 8437 7977
Email: picnet@picnet.com.au
<http://www.picnet.com.au>

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Ground Floor 120 Christie Street
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