



FUTURE COMPANY BRIEF

Future was originally established by the Future Group in 1996. In the January of 2003, Future Cairns was purchased by Quita Barron and Andrew Bischof making it 100% locally owned and operated.

Quita had been managing Future Cairns for five years prior to purchasing it and was previously employed by Mita Copiers Australia for ten years in the capacity of Service Controller and Administration Manager. Having such a strong service background has enabled the focus of the Cairns office to swing from the old ideals of box moving to a solid and reliable service company.

Andrew comes from a technical background in auto electrics as well as owning his own repair and service company. Andrew is heavily involved with the local community IT Focus Groups and various community projects.

Both originally from Melbourne, they have the skills that come with that "Big City Mentality" but compliment this with knowing how important personal relationships are in a town the size of Cairns.

It is this experience and knowledge of what is required for a service department to run correctly, as well as a clear understanding of the importance of professional service that has shaped the culture of Future Computers to become one of the premier IT companies in Cairns.

A good example of this is the balance of staff at Future, with the Service Department having five staff, whilst the sales/admin department has just four, including Andrew and Quita.

When Andrew & Quita first took over Future Cairns, they were very aware of the greatest asset Cairns had to offer and that is the extremely loyal staff as well as a long term loyal customer base.

Working as a team, their vision was to develop and enhance the existing platform and provide "Capital City" levels of support to the Cairns region. With a list of tier one vendor partnerships that include Toshiba Platinum Partner, IBM Business Partner, Lenovo Business Partner, Microsoft Business Partner, Cisco Registered Partner, and Telstra complex data partner along with staff Technical Certifications that include Microsoft Certified Systems Engineers, Microsoft Certified Professionals, Cisco Certified Professionals, Toshiba Pro-care and IBM engineers Future Computers has certainly achieved that goal.

In October 1996 Future became a Toshiba Business Partner and later followed in August 2000 with a business partnership with IBM/Lenovo. Due to the continuing growth of Future into larger and more mission critical sites, it was felt a "Tier One" product to supply and of course support was needed. This was undertaken after looking at what all the Tier One vendors could provide in equipment, support and commitment to regional dealers. Toshiba and IBM/Lenovo were the clear choices.

Toshiba and IBM/Lenovo have shown strong commitment to Future, this has seen Future become involved in supplying and supporting an increasing number of larger and more complex installations.

This relationship gives clients in the Cairns region the best of both worlds, having a locally owned company that will take ownership of issues if they arise, backed by the massive resources of Toshiba and IBM/Lenovo.

Future has on staff technicians that are IBM/Lenovo trained in server and desktop systems as well as qualified Toshiba Pro Care technicians in our fully equipped workshop.

FUTURE STAFF

Futures own personnel have extensive experience and training and are able to offer a full range of IT services including on-site hardware and network support, workshop hardware repairs and the highest level network support across various platforms.

If we do come across a problem that we cannot resolve in an expedient time frame we can take the support to the vendors direct. Because of Future's position as an Authorised IBM/Lenovo Repair Centre, Microsoft Business Partner, Toshiba Platinum Partner and a Cisco Registered Partner, we have direct access to all of these vendors help desks for next level support.

Future has a technical staff of 4 technicians, a Service Coordinator, two Account managers, one Admin/Financial controller and a project manager. Below is the list of each of these personnel.

FUTURE TECHNICAL TEAM

Wayne Oldrey – Senior Network Engineer

Clifford Jones – Senior Network Engineer

Enzo Ruggeri – Network Engineer

Todd Place – Workshop Supervisor

Jessica Donald – Service Coordinator

FUTURE SALES AND ADMINISTRATION TEAM

Andrew Bischof – Sales Manager / Director

Craig Lowish – Account Manager

Quita Barron – Financial Controller / Director

Luke Mahoney – Special Projects

FUTURE SUPPORTED PRODUCT RANGE

Future provides sales and support for the following products:

- IBM Servers
- Lenovo PC's
- Toshiba Notebooks and Projectors
- Lexmark, HP, Canon and Epson Printers
- APC and Belkin UPS's
- Cisco, Netgear and 3Com networking products including Routers and Switches.

Future computers can source most brands and I.T equipment but specialise in the above.

If you visit our online store at www.futureonline.com.au you will see a comprehensive list of vendors selling over 30,000 products online.

FUTURE CLIENTS

Future has a strong client base consisting of state and Private schools, various Government departments and Corporate organisations. As part of Future commitment to supply these sites Future has signed the Queensland Government Information Technology Contract (GITC).

FUTURE Cairns GITC number is **Q-2416**.

Below you will find a snapshot of a few of our larger clients that Future Computers is honoured to be in partnership with (in alphabetical order):

Brazier Motti

Cairns Penny Bank

Cape York Land Council

Embecca Pty Ltd

Good Counsel College

Gowdie Financial Planning

Jackson & Jackson Refrigeration

James Cook University

Jessup & Partners

Johnstone Shire Council

Kowanyama Aboriginal Council

Marlin Ceramic Tiles

Neater Construction

Recruitment

Preston Law

Trailfinders

Trinity Anglican School

Trinity Auto Group

A majority of State Primary & Secondary Schools from Tully to TI, the Cape Districts and as far West as Weipa.

(To many to list)