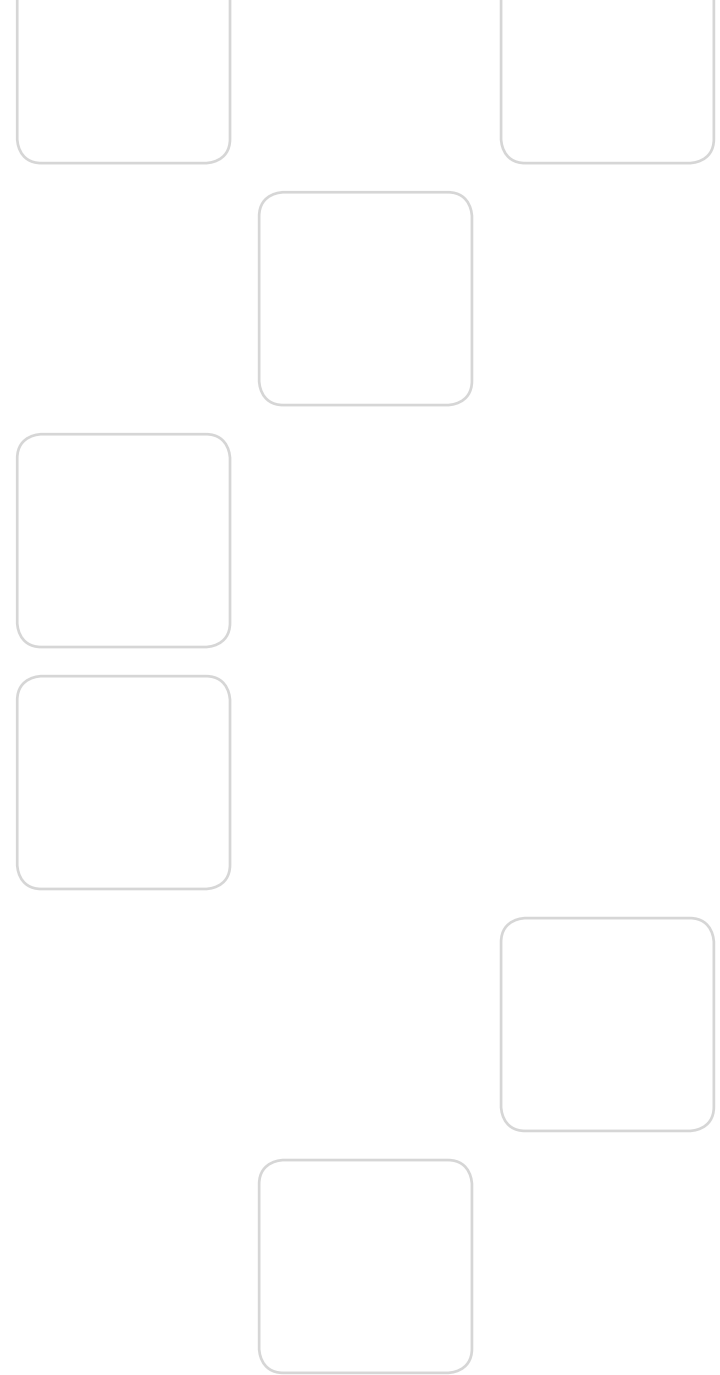
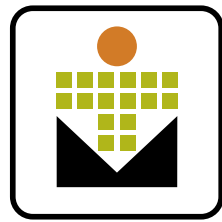


INTEGRATED
TECHNICAL
MANAGEMENT



"It is our vision that Integrated Technical Management be recognised as the leading specialist provider of technical facilities management for Australia's most critical and challenging sites where the market demands operationally focused, technically superior and fully integrated engineering services."

AT A GLANCE

Integrated Technical Management at a glance

Integrated Technical Management is a high quality provider of Technical Facilities Management, specialising in technically difficult or different, complex and critical facilities. We provide practical operational based solutions for the management and bundling of services, tailored to suit specific customer requirements including:

- Critical data, internet, telephone and help desk facilities
- Major commercial, retail and residential facilities
- Industrial and manufacturing facilities

As an independent member of the A.G. Coombs Group, Integrated Technical Management is able to leverage group technical resources and strength, as well as other industry specialists, to provide solutions focused on customer and facility requirements in the areas of Technical Facilities Management, Technical Project Management and Strategic Advice.

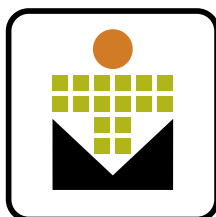
A whole-of-life integrator, we provide a full range of technical services for every stage in a facility's life cycle, supporting the customer's business objectives and providing cost effective and tailored technical solutions that suit both the business and facility.

- Holistic technical facilities management with long term objectives from an operational and ownership perspective
- Facility compliance including sophisticated OH&S and environmental management
- Change and risk management systems including customer focused procedures and works analysis
- Site operations, management and procedures
- Services procurement and bundled services
- Integrated technical systems maintenance
- Technical advisory services including concept development and design
- Strategic capital upgrades and management of high risk projects

“Quality staff are our strength. Highly motivated and well trained people supported by sophisticated management systems and industry leading technical resources provide the foundation for our reputation as pre-eminent providers of quality technical services.”



INTEGRATED
TECHNICAL
MANAGEMENT



What began as the physical management of a building or facility has evolved into a sophisticated industry that has taken buildings, and their systems, from being seen only as maintenance cost centres to being recognised as integral and contributing components of a modern business.

The ongoing evolution of facilities management

Today's facilities rely heavily on technology at many levels. Sophisticated providers of technical services are in demand to support the needs of facility managers, particularly in complex and high-risk locations. At these sites, technical service specialists need facilities management competencies with a holistic view of the total built environment, the business it houses and the ability to draw together the diversity of skills required to ensure operational reliability, contractual and legislative compliance.

Integrated Technical Management was formed in response to these market requirements. Our comprehensive whole-of-life technical and management skills for operating, maintaining and advising major and critical sites are focused on the management of technical systems and their role in supporting our customers' business.

- High and low voltage electrical power systems
- Critical UPS and static switch systems
- Air-conditioning and ventilation
- Building automation and controls
- Process cooling and heating
- Specialist ventilation
- Central plant, chillers, refrigeration and boilers
- Standby power generation and co-generation
- Water and waste treatment systems
- Fire and life protection systems
- Lifts and transportation systems
- Lighting systems including automation and specialist systems



NEED... SOLUTIONS...

Integrated Technical Management can assist your organisation in a number of ways

This easy-to-scan matrix highlights a range of options designed to meet the specific needs your organisation may have.

Your need

Fully integrated bundled multi systems operations and maintenance services.

Experienced technical staffing and professional management.

High quality technical support.

Technical help function.

Comprehensive multi level reporting.

Technical project management services and strategic advisory services.

Industry leading Occupational Health and Safety Systems.

Integrated Technical Management solution

Single competent service provider for all technical trades and for the full range of services from preventative maintenance and adhoc repairs to high level informed management and strategic advisory services. Full coordination of all critical activities with site operations including detailed definition of works, standards and management. All works and activities accurately matched to actual site requirements and budgets.

Highly qualified and experienced technical or trade based staff trained in the requirements of the particular site, managed and coordinated by similarly experienced and competent professional technical staff.

Quick response support provided by ready access to high level, high quality technical experts experienced in critical site operations and maintenance, management of site staff and effective and holistic trouble shooting and rectification of problems where issues may be across a number of complex systems and trades.

Access to well trained operators who understand technical issues to enhance support services, fast track solutions and connect you to the right assistance the first time.

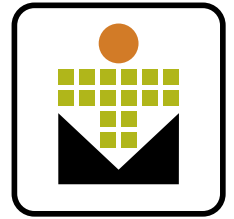
Multi level reporting structured to reflect the customer's information needs from Boardroom to Site Operations. Outcomes focused reporting and tracking mechanisms to support proactive technical systems management and planning covering all aspects of site operations from systems status to budget monitoring through to OH&S and environmental compliance.

Access to experienced, leading industry professional staff combining critical and complex site management, operation, maintenance, design and installation expertise. Application of sophisticated and streamlined change management procedures and effective continuous improvement programs. A single point of reference for all aspects of critical and complex site development, operation, maintenance and enhancement.

All work on sites is carried out to strict procedures to ensure safety of all personnel and contractors on the site utilising the use of detailed risk assessments and proven industry leading OH&S management structures.

BENEFITS

INTEGRATED TECHNICAL MANAGEMENT



Benefits to your organisation

Increased site reliability, decreased operational and maintenance costs, improved business attributes for critical sites. The efficient integration of activities means no overlaps and nothing over looked for reliable operation, reduced costs, reduced environmental impacts and assured regulatory and contractual compliance.

Combination of high quality staff, well designed procedures and training supporting critical and non-critical site operations leading to higher reliability, controlled costs and regulatory compliance.

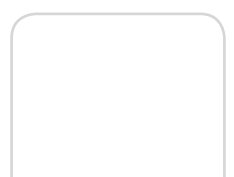
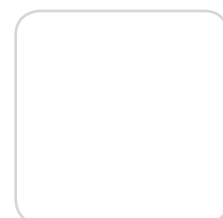
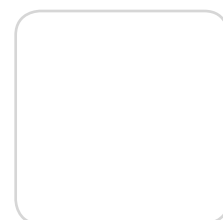
Confidence that any eventuality can be readily dealt with.

Timely rectification of problems, reduced costs because the correct solution is provided the first time and on time.

Sophisticated, accurate and compliant reporting means customer focused fit for purpose reports requiring nil or minimal interpretation and rework for collation with the customers own overall facility reporting.

All works are well planned, documented and managed to eliminate outages and unplanned shutdowns. Sophisticated and professional high level support and advice to critical site owners and operators for site development and improvement projects.

Safe and productive work places and projects. Reduced facility and customer risk, and absenteeism, which leads to more effective services, reduced insurance premiums, increased attractiveness to prospective employees, and reduced risk of unfavourable publicity.





Integrated Technical Management for critical and technically complex sites

Integrated Technical Management exists because of the high level of dependence that the seamless operation of critical and complex facilities have on the reliable operation of building services systems. This is underlined by the rapid growth of numerous installations such as large data and internet centres, major commercial complexes and sophisticated industrial plants.

The company provides operationally focused, technical facilities management services. Its specialist technical skills and professional management combine to deliver ultra reliable power supplies, essential process cooling and air-conditioning, and high hazard fire and life safety systems. Its management regimes dovetail into and complement high level facilities management systems and a full strategic advisory service is provided to support ongoing site development and reliability enhancement.

Integrated Technical Management is a whole-of-life integrator and provides a full range of technical services for every stage in a facility's life cycle to support the customer's business objectives.

- Holistic technical facilities management with long term objectives from an operational and ownership perspective
- Facility compliance including sophisticated OH&S and environmental management to Star Ratings
- Change and risk management systems including customer focused procedures and works analysis
- Site operations, management and procedures
- Services procurement and bundled services
- Integrated technical systems maintenance
- Technical advisory services including concept development and design
- Strategic capital upgrades and management of high risk projects

Integrated Technical Management provides cost effective and tailored technical solutions to suit your business and your facilities.

Technical facility management

Integrated Technical Management provides a range of client focused, technical facility management options.

- On site staffing with customer and operationally focused technical staff
- Multiple site and campus management
- Bundled services and services procurement
- Quality reporting and procedure documentation

Technical project management

Integrated Technical Management offers operationally focused project management and delivery.

- Technically led with proven operational knowledge and ability
- Holistic approach that integrates site systems and technical specialists
- Change management and operational risk analysis
- Technical director on behalf of customer, providing overview and coordination

Strategic advice

Integrated Technical Management assists industry with leading advice and support.

- Operational strategies and procedures
- System analysis from an integrated operational and risk perspective
- Capital works and infrastructure advice
- Plant and equipment reviews

“The increasing complexity, integration and regulatory requirements of building services technology in today’s leading facilities demand a new and holistic approach.”

The A.G. Coombs Group

The company was established in Melbourne in 1945 by Allan George Coombs as a one-man plumbing business. In the sixty plus year history since, it has expanded and developed into the A.G. Coombs Group of companies and remains 100 per cent privately owned.

The A.G. Coombs Group is a specialist provider to the Facilities Management Industry in the area of building services. These include air-conditioning and mechanical services, fire and life protection systems and light and critical power supply systems and range from single system installations to large sites where A.G. Coombs is responsible for all technical services.

The Group provides a comprehensive whole-of-life range of technical skills for effective, efficient and safe buildings. These embrace engineering systems design, construction and installation, project management, ongoing service and maintenance management, and technical advisory services. High quality staff remains our core strength and the Group's long time commitment to training and workplace safety reinforces our reputation as 'the place to work'.

The A.G. Coombs Group is at the forefront of the industry and offers excellence in personal service.