

UXC Businesses, UXC Getronics Australia and Oxygen provide fully hosted SAP support capabilities

New solutions provide a comprehensive SAP hosted support service

SYDNEY, 27 November 2009: UXC Getronics Australia, announced today in conjunction with UXC SAP specialist, Oxygen, new solutions aimed at offering customers a comprehensive SAP hosted support service.

UXC Getronics Outsourcing Director, Basil Reilly, says the Oxygen and UXC Getronics SAP support model is designed to provide customers with confidence in the provision of the skills needed to meet their SAP application support needs.

As market momentum for cloud computing increases, a growing number of customers are specifying hosted solutions, Reilly says. This combination of capabilities will allow us to provide and accommodate dedicated server hardware matching the performance and technical needs of each customers SAP environment.

Our aim is to provide the people, processes, systems and governance models that will ensure customers get the benefit of ongoing functional improvements combined with cost of ownership efficiencies.

UXC Getronics specialises in helping clients to improve performance and productivity through the design, implementation and management of integrated desktop environments. It provides ICT infrastructure support services for around 300,000 desktops and manages networks that support over 75,000 users. Current outsourced clients for UXC Getronics include Energy Australia, FaHCSIA, DIISR, Repco, Canon, Medibank and Linfox. Oxygen Business Solutions is the leading specialist SAP consulting firm in Australia and New Zealand. Oxygen already has an enviable reputation for delivering SAP support through its Application Managed Services (AMS) model. In the last year alone the company has transitioned seven customers onto its pro-active SAP monitoring service.

Oxygen chief executive Mike T. Smith says the expanded capability will further strengthen the infrastructure and processes that drive its SAP service delivery, and increase Oxygens capacity to deliver SAP support across Australia and New Zealand.

Utilising and integrating the UXC Getronics capabilities and processes will increase our ability to bring more customers onto our AMS service, says Smith. It will allow us to provide a fully hosted SAP support offering, consisting of AMS and service desk support, together with hosted data centre services run from purpose-built facilities.

Cris Nicolli, UXCs CEO Business Solutions Group, said The new solution that is built on the specialised capabilities of UXC Getronics and Oxygen is a good example of how companies in the UXC Group can leverage each others skills to provide the best outcomes for our customers.

UXC is the largest Australian owned ICT company and is made up of a complementary portfolio of businesses that encompasses consulting, infrastructure and application solutions. This allows us to quickly and effectively bring together best-of-breed suppliers to provide comprehensive solutions to meet our customers ICT needs

About UXC Getronics Australia

UXC Getronics Australia is one of Australias leading ICT Services companies. With over 400 people across Australia, we help organisations to improve performance and productivity through the design, implementation and management of unified communications and integrated desktop environments.

UXC Getronics Australia is part of the UXC group of companies. An ASX 300 listed company and Australias largest independent IT Services company.

About Oxygen

Oxygen Business Solutions a UXC company is the leading specialist SAP consulting and services company in Australasia. Oxygens key point of difference is its ability to deliver a complete lifecycle of SAP capabilities including Planning, Implementation, Enhancement and Support services. Oxygen is a certified SAP services partner and an SAP Customer Competency Centre. Oxygen is a consistent winner of SAP best implementation awards. In 2007 it earned Best SAP Innovation for a strategic consulting project at Alinta Limited, one of Australias leading energy infrastructure providers, and Best mySAP CRM Project for the implementation of a Customer Interaction Centre at SCA Hygiene Australasia, the leading hygiene products company in the region.

Oxygen is a foundation sponsor of the SAP Australian User Group, contributing resources and expertise to share knowledge and experience to the benefit of SAP users everywhere. Oxygens 200 highly-skilled and experienced consultants work from offices in Sydney, Melbourne, Brisbane, Canberra, Auckland and Wellington, supporting 3,000 SAP users at 200 customer sites.

ENDS