



## NewsFlash

### **C4 secures Asia Pacific's first SmartCare order**

**Brisbane, Australia – 31 May 2008** – C4 Systems (C4), part of the Integ Group, a UXC company, has successfully secured Asia Pacific's first order for Cisco Smart Care with long time customer Australian Insurance Holdings (AIH).

C4 has bundled the innovative new Cisco Smart Care Service with C4 View to provide network-wide technical support, proactive network monitoring, assessments and remote repairs, and a web portal for back-end processing. There is also a dashboard view that Smart Care offers and a straightforward contract management system.

C4 View is a vital element to the solution. It uses an internally developed software tool, Total Network Management Solution (TMNS) which manages any SNMP MIB2 compliant device. Additional functionality is provided by Smart Care for device life cycle status information, PSIRTS and security vulnerabilities.

AIH has a long-term relationship with C4 and has relied on them for periodic network assessments and reporting of their network issues. Combining C4 View and TNMS with Smart Care in this new solution, enabled C4 to develop a deeper understanding of AIH's network devices, and their end of life and security status and was crucial to the successful outcome.

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#### **About C4 Systems**

C4 Systems (C4) specialises in providing communication and network infrastructure design and review, implementation and support to business corporations and government agencies across Australia.

Professional services capability sits at the core of C4's market offer and value to clients. With a complementary portfolio of services, support and technology solutions based around Cisco and Cisco-approved technologies, C4 is a Cisco Silver Partner.

C4 is part of the Integ Group and a UXC Ltd company.

#### **About Integ Group**

Integ Group provides secure communication and data network solutions to organisations across Australia. With broad and deep capability across market-leading products, Integ Group's solutions and services are underpinned by a flexible and agile approach to design, delivery and support.

Integ Group supports more than 2,000 customer sites in CBD and regional Australia as well as globally, in excess of 190,000 equipped ends of telephony, more than 10,000 data and security networking devices and 5,000 contact centre seats. Integ Group has the scale and experience to provide organisations with their 24 x 7 support requirements.

Experts in their fields, Integ Group's people have the highest levels of accreditation across all of the technologies used in the design of a solution with over 150 technology accreditations amongst its national technical engineering teams.

Integ Group comprises two brands – Integ and C4.

Integ Group, is a UXC Limited company.

### **About AIH**

AIH started operations in Australia in 1999 and has experienced exceptional growth with well-known brand names such as Budget Direct Insurance amongst others. The company is part of an International Group of Companies that began in the early 1980s and has grown to become an innovator in personal lines insurance throughout the United Kingdom, South Africa and Australia. The group administers over 1.5 million policies worldwide and more than A\$1 Billion in annual premium income.