

SUPPORT

SERVICE

SUPPLY

SOLUTIONS



ALLOY
COMPUTER PRODUCTS

Discover the Alloy Difference



Alloy is an Australian manufacturer, wholesaler and distributor of computer networking, communications and associated products. Alloy has been **active in the Australian I.T. industry since 1985** - we are fast approaching our 20th year of operations. Over this period of time, Alloy has established a solid reputation as a long-term player in the I.T industry.

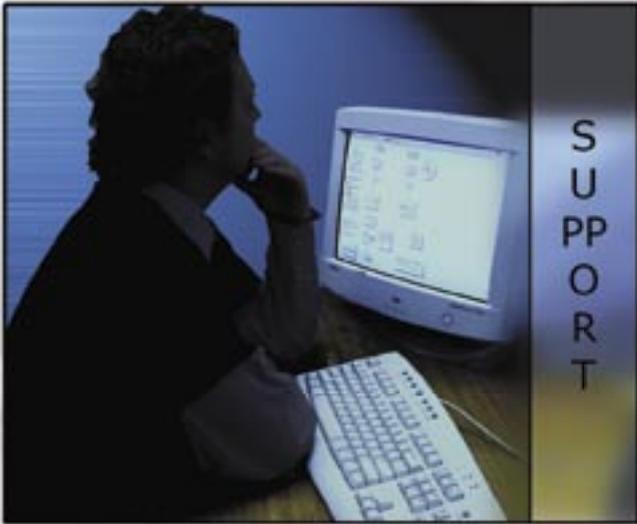
Alloy achieved ISO 9002 Certification in 1995 and has continued to refine its Quality Management System to meet the evolving needs of the company and our customers. This year, Alloy made the transition to the new ISO 9001:2000 Certification, reflecting the continued importance Alloy places on supporting our product range with a comprehensive suite of efficient services that our customers can access as required.

We market both Alloy-branded products and provide a distribution channel for overseas partners. Central to Alloy's operations is our aim to add value to products we offer to the market place, achieved through a **program of comprehensive support services** available to our dealership network, and through that network to enduser customers. Members of Alloy's Dealer network can access free technical support on all products.

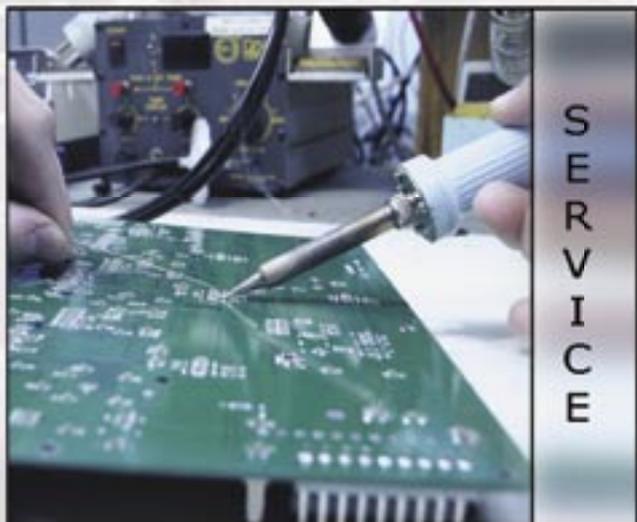
Alloy products are used in a wide range of organisations. We are an Australian Government Endorsed Supplier (ESA), and a member of the Australian Industry Defence Network. The quality of our products, our comprehensive pre- and post-sales support services, and the longevity of our company have enabled such accreditations to be put in place. A number of Federal and State government departments employ Alloy products in key areas of their infrastructure, in addition to the many corporate organisations who use Alloy, representing most industry, commercial and other groups.



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“Access expert support if required”



“Fully Supported for warranty and repair with all work taking place in Australia.”

The installation of new I.T. infrastructure can provide significant benefits to any organisation. But – projects are not always trouble-free. Alloy recognizes that supplying top quality technology isn't enough – consumers need to access expert support services when and if required.

Alloy's Australia-wide reseller network are on hand when you need to ensure that your project is implemented in a professional and timely manner. Contact Alloy – we can link you with a local and experienced agent in most cases. If you have a preferred supplier whom you want to use, we can work with them to ensure the optimal outcome.

Alloy customers can access free technical support on all products. Our entire catalogue is fully supported for warranty and repair with all work taking place in Australia. Alloy makes available to our reseller network comprehensive training opportunities and product seminars.

The sales activities of our dealers can be enhanced by collaboration with the Alloy Sales Team, who will give detailed assistance to achieve the optimal solution for enduser clients. All of these support services can also be accessed in the Dealers locality via one of Alloy's sub-distributors partners. Alloy seeks to provide high levels of sales, marketing, technical, and post-sales support to companies who use our products. Whilst our product quality and pricing is highly competitive, support services are seen as an integral component of our operations; indeed, we believe that our product range is significantly enhanced by the quality of our pre- and post-sales dealer support.



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Alloy specialises in networking and communications technology. We are not a generalist supplier of I.T. equipment. We have maintained a commitment to excellence in our sphere of operations for nearly 20 years, and over that time we have developed high levels of experience, knowledge and skill. You can talk to Alloy secure in the knowledge that this is a company that knows what it is doing. Just as important, you will get 'no nonsense' advice; if we don't know the answer to a particular question, we won't pretend otherwise – but we will find out and get back to you promptly.



Alloy has built up an impressive catalogue of. We have consistently maintained a commitment to bringing new technology to our customers in a timely fashion – and when we make a commitment to offer product from a particular technology area, we will retain our interest much longer than most.



Of course, no supplier can be across all technologies and products. If you need supply of a 'hard to source' item, call Alloy – we can usually utilise our extensive range of contacts with manufacturers around the globe to meet such requests. And if your requirement just isn't available – maybe we can design a solution for you.



The prime requirement for many customers is not just value for money and quality, reliable product. A well designed, 'to spec' solution is often the fundamental starting point. Leverage Alloy's experience and skill to achieve the optimal solution for your networking project.

Our sales professionals are technically trained to provide consultancy on larger, more complicated project – and, if required, pre-sales engineers will be involved. We will look at all relevant aspects, not just the bare minimum to achieve a quick sale.



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