

Connect Pacific

Capability Statement

Connecting SOLUTIONS to CHALLENGES in Asia Pacific

Connect Pacific brings together expertise across the Asia Pacific region for the provision of information communication technology (ICT) services and products. Connect Pacific provide a solution to businesses looking to develop a sales and support capability outside of their “native territory”. Connect Pacific has a track record of bringing those products and services to the forefront of their target markets despite the increasingly competitive environment.

By sharing your vision, we build and manage successful partnerships.

Connect Pacific has a track record of expertise in analysis, development, sales and delivery. We offer significant experience built over decades of success in the ICT industry covering Telecommunications (particularly OSS, Call Centre Management and Billing Systems), Defence IT, Government and Civil Engineering. We also have a proven capability to develop business across the Asia Pacific region - particularly the burgeoning markets of Greater China, Korea, and the mature markets in South Asia.

Connect Pacific understands that continual sales success means that value is seen and delivered and that relationships are formed on the basis of mutual benefit and shared results. Connect Pacific is about delivering these benefits and results by addressing and influencing the customer need through product matching, analysis of business processes that can be improved or changed, and working with partners to integrate into the customer environment.

Additionally, Connect Pacific’s people have a high level of technical competence, and as a result have a greater awareness of customer challenges, operational issues and business in general. One of the most significant issues we address in medium to large businesses is the complexity of matching products to processes and the impact of the continually evolving “legacy” IT environment. In turn, this impacts directly on the selling, delivery and support cycle shared by both you and your customer's.

In addition, our consultative approach provides you a way to maintain control as the business progresses and allows strategy adjustment at suitable checkpoints.

Connect Pacific recognises that our clients have a variety of business requirements and we have developed our offering to address these. We provide;

- Well-established **business development methodology and processes**, leveraging an extensive network of associates covering the geographies of Greater China, Japan, Singapore, Malaysia, Australia and New Zealand, representing about 90% of the ICT industry in Asia Pacific;
- A technical team that has the experience and confidence to execute the **Proof Of Concept** phase and at the same time set the expectations with the customer – a key ingredient of a successful outcome;
- Comprehensive understanding of **Business Analysis and Product Matching**. Specifically the needs of your customers and our ability to match those needs to products, solutions and/or development effort;
- Establishment of business process management frameworks, particularly with the use of the **TeleManagement Forum eTOM** framework;
- Context knowledge of the overall business problems to provide **Systems Integration Specialist Services** that deliver to the business need;
- Technical specialists with extensive experience in **Advanced Software Development Techniques** that allow us to provide the latest development tools and techniques in the broadest range of software technologies;
- An ability to seamlessly work within standard product support process to provide **Ongoing Product Support Services**;

Connect Pacific provides tangible results by focusing on your client's business needs and the delivery of business value to you and the customer.

For additional information or to discuss how Connect Pacific can work with your business please contact;

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