

Shop 29 Pateo  
Rua D Fernando  
Dili, Timor-Leste



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## INOVAR4 LDA COMPETITIVE ADVANTAGE

Inovar4 Lda is an established IT & T integrated service provider, servicing all parts of Timor Leste including Oecusse. Our team of experienced engineers, technicians, project managers and administration personnel deliver complete, integrated solutions from data cabling, phone systems, satellite, wireless, security and implementation of managed IT services and environments.

We have complete supply of IT equipment and our staff have the skills to work in remote and isolated environments. Our staff have designed, installed and provided maintenance to a vast range of communities throughout outback Australia, servicing local business, shires and system roll outs connecting over 100 communities with various communications needs.

Our team is culturally diverse and understands the challenges of working across different cultures. Our team incorporates personnel from Timor Leste, PNG, Iran, Sri Lanka, as well as aboriginal Australians. We are culturally aware and believe that strong relationships with local people, built over a period of time, forge the best business relationships and success for all parties.

Inovar4 Lda provides turnkey solutions over the long term. We engineer solutions that will last and are appropriate for the environment that they are located in. Consultation, communication, engagement. This is our mantra for business. We only design and install systems that meets your needs and provide a solution you want. We stand by our team, our service and our materials and we can provide maintenance agreements for the systems we install and support. We have a long term relationship with the NT Government and service a range of clients, from standalone business to state and federal governments. Inovar4 Lda is working in Timor Leste for the long term and we are proud of our reputation for delivering on time, on budget and for providing ongoing support to our clients.

Inovar4 Lda has partnered with local Timor Leste businesses for its in country supplies. Local development and empowerment has been the key to building a stable and sustainable IT and T service. We are actively developing further relationships with local suppliers and service providers. Inovar4 Lda will be working with its local business partners and Sentru Formasaun Profisional Training School (SENAI-Becora) to attract the best possible local workforce to service local businesses and the TL Government.

### **Timor Leste Project Example**

A network with internet access was established in November 2015 at two education institutions in Timor-Leste. These institutions are Sentru Formasaun Profisional Training School (SENAI- Becora) and Maubara School. The NT Department of Education International school initiative, facilitated the establishment of technology services and the ability to communicate over the satellite using video conferencing equipment. A&J Communications, the sister business to Inovar4 Lda partnered with the NT Government to install the satellite equipment and link up the systems with the satellite service provider. There are more schools identified to receive these systems in the near future.

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Vision Beyond

## Technical Expertise

Our team have a vast array of experience, skills and qualifications built over many years in industry. Specifically, our team has experience and certifications in:

- Management of Windows Server, Windows Multipoint Server and Windows desktop up to 10 version, various Linux and MacOS versions and variants
- TCP/IP networking
- Layer 2/3 switching and routing
- Networking OS from Cisco/HP/D-Link
- VPNs and VLANs
- VMware virtualisation
- Wireless networking and technologies of Ruckus, Ubiquiti and D-Link – point to point and point to multipoint
- PABX technology of Asterisk/Open Source, NEC, Panasonic and Ericsson
- Audio visual design, installation and configuration
- Video conferencing
- Hardware engineers for Desktop and Server technologies
- DC electronics – design, reverse-engineering and repairing
- Cloud systems and auto backup servers
- On premise or offsite storage
- Virus protection and security protocols
- UPS and power cleansing
- IP and analogue video security systems and/or CCTV systems
- NAS back up and mail servers – Sharepoint, Active Directory and Exchange
- POS packages
- VOIP systems
- MATV and pay TV services
- Terminal remote computing
- Microsoft Office applications – including Microsoft 365 – We are a Microsoft Silver Partner
- Programming including SQL, relational database design and management
- IT support – in premise or through our local call centre or remote assistance tools such as Citrix, RDS, Teamviewer, Lync
- Web design and domain management
- HF/ VHF/ UHF systems
- Satellite installations and programming – VSAT, Linkstar and iDirect
- Building automation systems and access control and integration with mobile technologies
- Data and phone network cabling and optic fibre cabling to Australian Standards

## Project Management and Support

Our team of Business Development Managers, Project Managers and administration staff are technically proficient and have extensive experience and skills. Our team can provide a complete package from contract management to strategy, policy, procedure and technical road map development, training and user manuals. Our quality control processes are incorporated throughout the entire process of design and implementation and we have robust systems and software to manage and track jobs and projects, with escalation procedures, if required. Our staff hold safety, security and honesty as our principle values and throughout our robust systems, training and documented processes, we undertake our work in a safe, culturally sensitive and environmentally sustainable manner.

