



R-GROUP
INTERNATIONAL

Capability Statement

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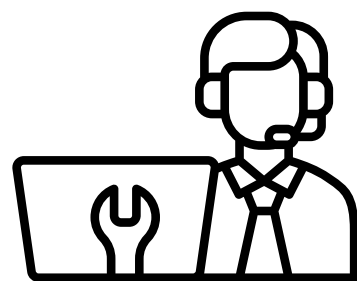
✉️ sales@r-group.com.au

ABOUT R-GROUP

R-Group International is a Western Australian-owned and operated ICT solutions provider with over 25 years of experience delivering strategic, secure, and scalable technology services. As a licensed telecommunications carrier and Microsoft Partner, R-Group specialises in managed IT services, network and communications infrastructure, digital signage, Microsoft Teams integrations, and in-room entertainment platforms tailored for most industries.

Our structured service delivery approach, supported by 24/7 technical assistance and a strong focus on innovation, ensures R-Group International remains a trusted partner for organisations seeking dependable, scalable, and future-focused technology solutions.

We pride ourselves on having a passion for selecting the right people. Our people are our most valuable asset, and when it comes to R-Group's success it is the continual commitment of our people that makes our organisation work.



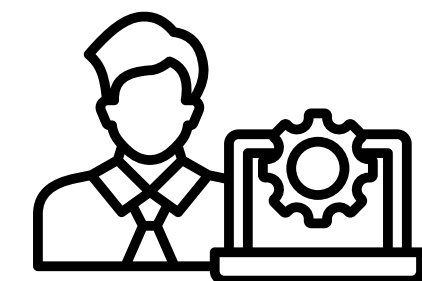
Engineering

- Communication
- Service Desk
- Networking
- Voice
- Cyber Security
- Cloud



Projects

- Project Managers
- Deployment Technicians
- Pre-Sales



Specialists

- Solution Architects
- System Administrators
- Cyber Security
- Microsoft Specialists
- Unified Communication

OUR VALUES

MISSION: Our mission is to deliver the best ICT solutions for even more customers across WA and beyond, hassle-free.

SEE IT THROUGH:

We take ownership of problems, we feel responsible for solving them and we are focussed on delivering an outcome, not just making progress.

DO THE RIGHT THING:

We believe in integrity, honesty, transparency, and kindness. Our treasured reputation with our customers and amongst our colleagues has been built over 25 years and we honour our place in that legacy.

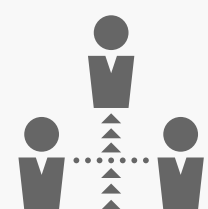
RAISE THE BAR:

We work in a fast-paced industry, in a fast-paced world. Standing still means falling behind, so we constantly look for ways to improve what we do and how we do it.

LIFT OTHERS UP:

We know we are stronger as a team. We know that our customers need our help and deserve our respect. We find ways to work positively together, understanding that everyone is different

VALUES



OUR KEY POLICIES

Work, Health and Safety

We prioritise the safety and well-being of our employees and partners through a thorough workplace health and safety policy. With a TRIFR safety score of only 4.22 incidents per million hours worked, we consistently implement best practices to ensure a safe working environment.

Healthy Workplace

We promote mental health and wellbeing through a comprehensive wellness policy and an internal health and wellbeing committee. We've received silver recognition from Healthy Workplace WA and were nominated for the AIM WA Pinnacle Workplace Wellbeing Award in 2022 and 2023.

Environment

We are committed to environmental responsibility beyond legal requirements. Our environmental policy focuses on minimising impacts by e-wasting end-of-life electronic equipment and purchasing green renewable energy to support the growing IT industry.

Diversity and Inclusion

We encourages diversity and inclusion by fostering a workplace environment of mutual learning, respect, dignity, cultural openness, and appreciation of different perspectives.

Supply Chain Management

Our supply chain is a network of organisations chosen to meet our needs and align with our values. We partner with suppliers who share our commitment to sustainability, ethical standards, and reducing environmental impact. This ensures our operations reflect our dedication to a greener, responsible future.



Telecommunications

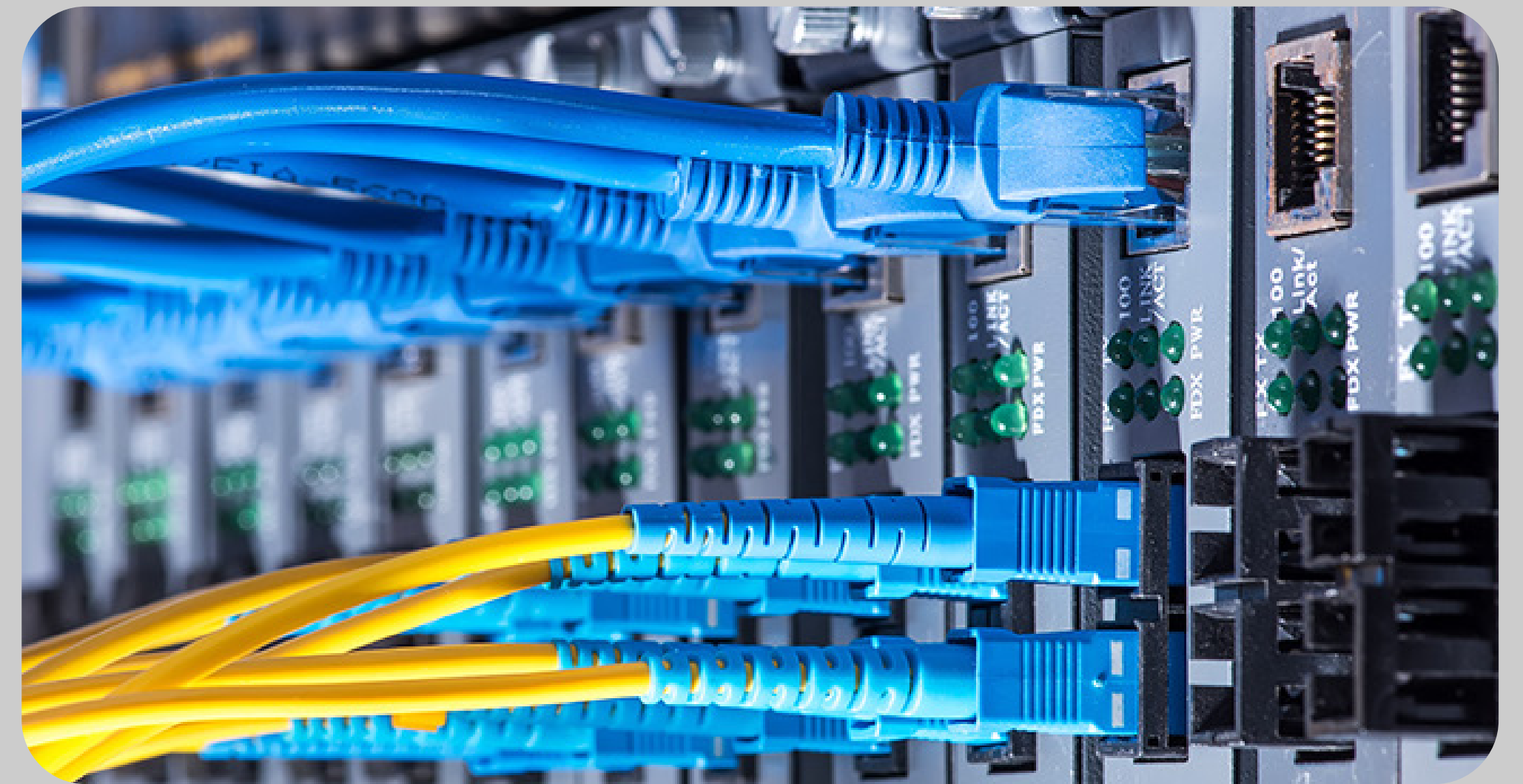
R-Group is a **licensed Telecommunications Carrier** under License 324 with the Australian Communications and Media Authority (ACMA).

Our Solution and Design Services include:

- Turnkey Wireless Solutions
- Prefeasibility & Network Uplift Studies
- Network Drive Testing and Reporting
- High Level/Detailed Design
- Factory and Site Acceptance Testing
- Commissions and Implementation
- Technical Support and Maintenance

We offer a wide range of services including:

- Fibre, Microwave, Satellite, NBN Services
- Microwave (PtP & PtMP), Private LTE & 5G Services
- Number Porting, Call Flows & Management
- PBX, Switch and Routing Services
- RF Planning and Deployment Services
- Internet provision & VPN Services
- Voice and Unified Communications



Feature Project: **Providence Lifestyle**

Internet & Telephony

- Site Network Audit
- Bundled Internet & Telephony Packages
- Ongoing support for Residents at multiple sites
- Smart Integrated Utility Billing
- GPON Solution



Remote Implementation Services

We have a proven track record of successfully delivering infrastructure projects across remote Western Australia, even under challenging conditions. We consistently strive to meet deadlines and budgets.

With extensive experience in IT for the resources and mining industry, our innovative network and telecommunications solutions enhance productivity, efficiency, and safety while reducing operational costs.



Feature Project: Fortescue

Communications & Entertainment

Comprehensive communication and entertainment services for over 10,000 rooms and central services over 10 Fortescue accommodation villages.

- Fibre Optic Cabling
- TV Installation
- Common Area Digital Signage
- Movies on Demand
- Foxtel and Free to Air
- In-room Wireless
- Internet and Telephony Services



Unified Communications

FULLY HOSTED ♦ COLLABORATION SPACES ♦
COMPLETE UC SOLUTIONS

Microsoft Teams | Cloud Telephony | PBX

Lower your business expenses and enhance your business telephony with our remote unified communication solution.

As a trusted Microsoft Partner, we make significant investment in infrastructure, training and accreditation to enable our team to deliver outstanding results. Our personnel include a range of suitably qualified and experienced staff.

R-Group has proven experience in deploying and managing systems from small businesses through to enterprises, even in challenging circumstances. Our system is unique in which it allows for migration interoperability with legacy systems.

Further to our Telephony Solution, we also supply:

- Microsoft Teams Rooms/ Video Conferencing
- End to End Project Planning and Management
- End User Devices
- Readiness Assessments
- Collaboration Devices
- Enterprise Voice
- Training



Feature Project: **Shire of Esperance**

Microsoft Teams Calling Deployment

- Microsoft 365 Integration
- Scalability & Flexibility to suit Future Requirements
- Collaboration for Remote and Onsite Users
- 24x7 Support



Microsoft Teams Meeting Rooms

PLAN ♦ MIGRATE ♦ MANAGE

R-Group can fast-track your digital transformation with a Microsoft Teams Meeting Room assessment that will assess your workspace environment and provide secure and seamless device options and solutions that meet your needs.

As a Microsoft Solutions Partner for Modern Work, R-Group will provide you with:

Dedicated Specialist Team



Assessment Services



Training & Adoption



Technical Support



EPSON



poly

Yealink



Feature Project: Black Duck SeatCovers

Microsoft Teams Meeting Room System

- Portable Solution
- Collaboration between remote and onsite personnel
- Wireless Presenting
- Room Schedule Panel integrated into Microsoft Teams



Village Entertainment

CENTRALLY MANAGED ♦ VIDEO ON DEMAND ♦ IPTV ♦
INFORMATION ♦ Wi-Fi ♦ FULLY CUSTOMISABLE

A future-proof entertainment and communication solution providing your on-site team with a “home away from home” environment to improve their quality of life whilst working away on remote mine sites.

Through constant innovation and research, our market-leading resources industry entertainment and communications platform is a complete ICT solution, giving your workforce access to:

- Latest Entertainment and Movies
- Weather Alerts
- WH&S Systems
- Casting Features for BYOD
- Key Information (Health & Well-being and Mine Operations and Facilities)
- Emergency Warnings
- Flight Times



Feature Project: Woodside

Communications Infrastructure and Village Entertainment to Pluto Train 2 Workers Accommodation in Karratha.

- Active Ethernet
- CCTV
- Chromecast System for BYOD
- 24x7 System Support
- Network Monitoring



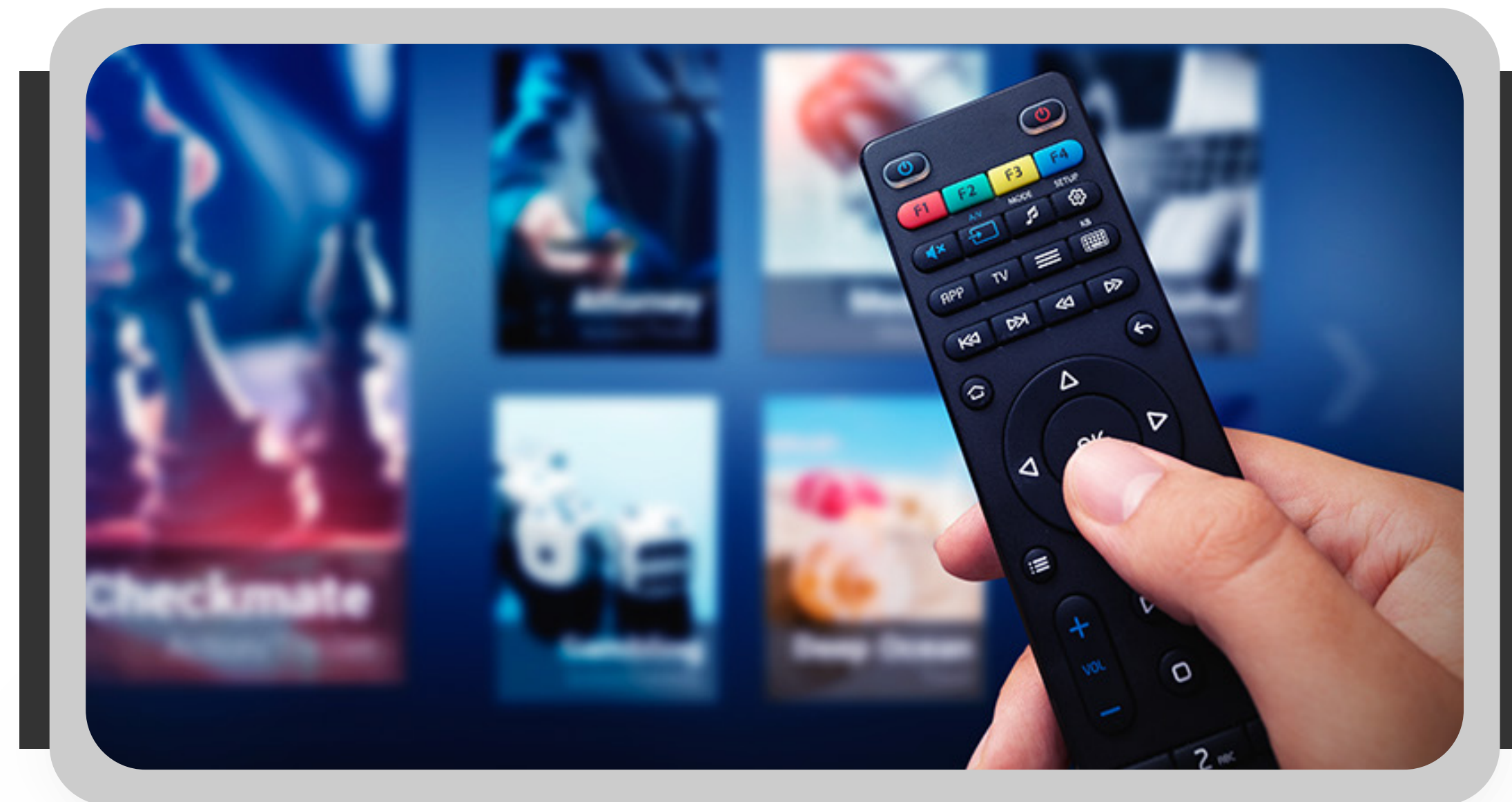
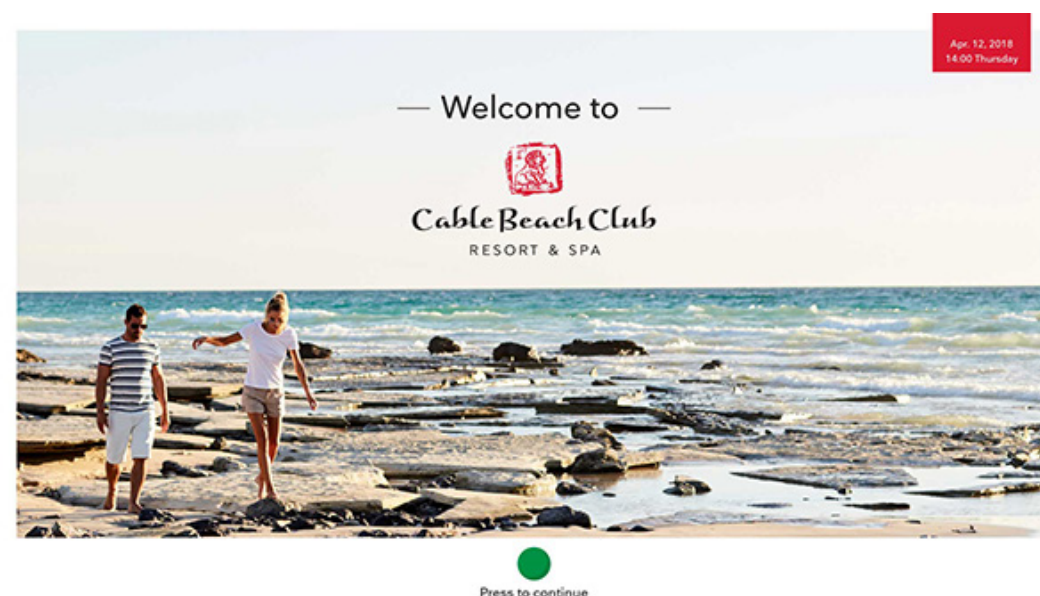
Hospitality Guest Entertainment

CENTRALLY MANAGED ♦ VIDEO ON DEMAND ♦ IPTV ♦ INFORMATION

Our entertainment system provides clients with a fully customisable platform of features offering world-class blockbuster entertainment, branded services and information specific to your business. The system caters for a diverse audience to ensure it meets simplicity and ease of function whilst providing a large variety of personalised content.

As experiences are continuing to evolve and guests are craving the convenience of home, our in-room entertainment platform now provides seamless access to a user's own streaming services through easy-to-use casting functionalities built into the system to ensure that you maximise guest satisfaction.

- Latest Entertainment and Movies
- Key Site Information (Facilities, Dining, Local Events etc)
- Casting Features for BYOD
- Weather Alerts
- WH&S Systems
- Guest Services



Feature Project: **Cable Beach Club Resort & Spa**

Customised Guest Entertainment System and Wi-Fi System.

- Customised Interface to suit Hotel Branding
- Site Specific Services
- Guest Wellbeing Resources
- Movies on Demand
- BYOD Casting
- DOCSIS Networking Infrastructure

Cable Beach Club
RESORT & SPA

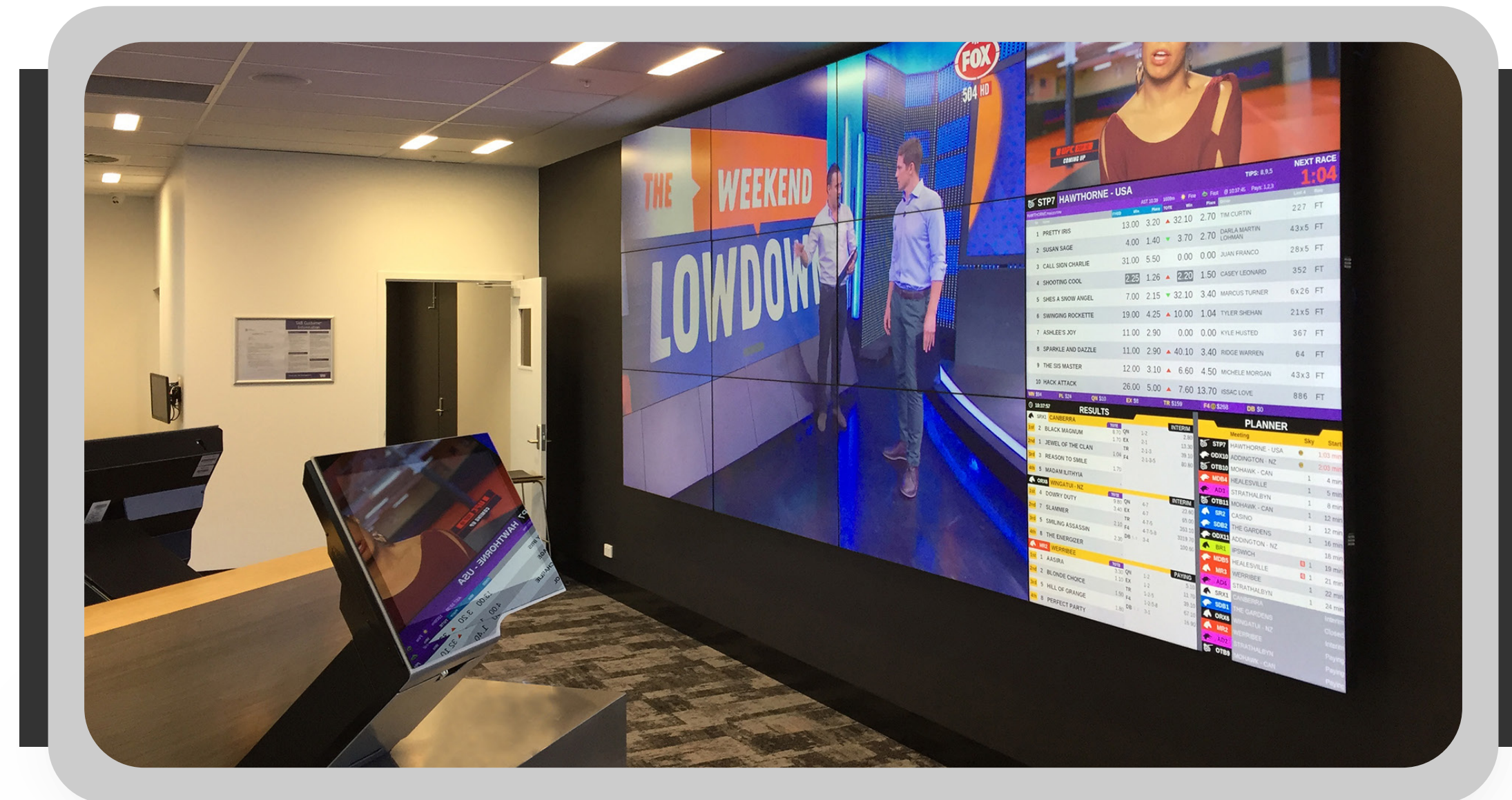


AV and Digital Signage

VIDEO WALLS ♦ CONFERENCING SYSTEMS ♦ INSTALLATION

R-Group delivers dynamic, centrally managed digital signage systems for corporate and commercial environments. We have a proven track record in deploying highly flexible and customisable solutions tailored to a wide range of applications and client sizes.

- Video Walls and Arrays
- Arenas and Stadiums
- Hotels and Conference Venues
- Public Information Areas
- Retail
- Metropolitan, Regional or Remote
- Indoor/Outdoor
- Centralised Management Functions



Feature Project: **Racing & Wagering WA**

Custom Digital Signage Racewall Solution to Optus Stadium

- Real Time Racing Information
- Zoned Audio
- iPad Interface to Control
- Central Control System
- Custom Solution installed state-wide to TAB Agencies



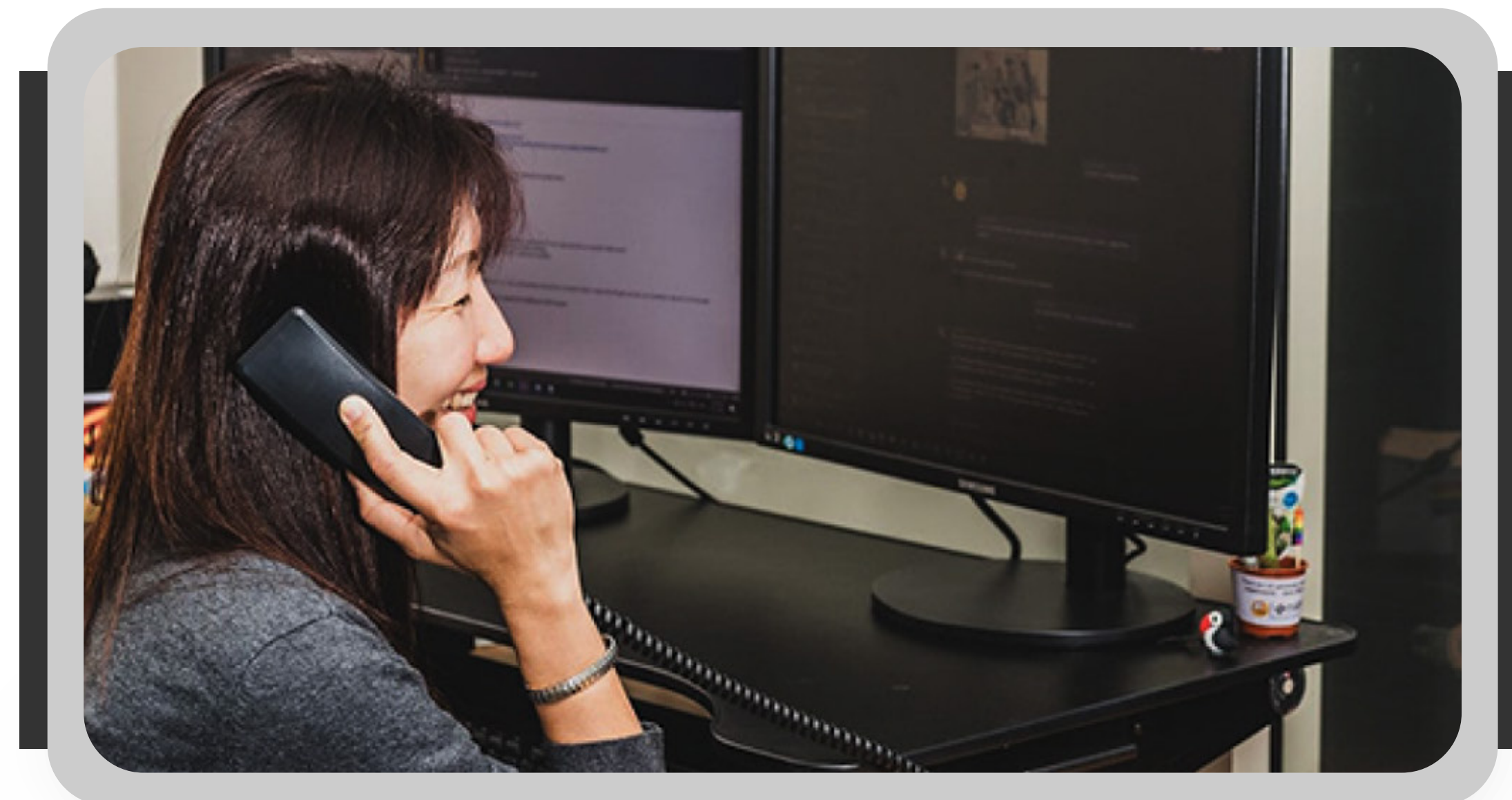
Managed Services

INCIDENT MANAGEMENT ♦ MONITORING ♦ UPDATES ♦
MAINTENANCE ♦ SECURITY

R-Group are a Perth-based ICT Managed Service Provider (MSP) dedicated to tailoring bespoke service delivery frameworks for each of our clients. Our client-specific delivery models ensure the implementation of efficient and dependable technical services, with the flexibility and the scalability to meet future growth and diverse business demands.

Leveraging our extensive pool of dedicated resources and professional services, R-Group operates as your trusted technology partner and advisor, collaborating closely to address your business's unique challenges. Our friendly service desk team is flexible, ever-present, and contactable to assist you when needed.

- 24/7/365 Service Desk
- Infrastructure Support and Management
- Data Backup and Recovery
- Cybersecurity Solutions
- Optimisation and Project Services
- ITIL aligned Service Management Frameworks



Feature Project: BCI Minerals

- 24/7/365 ITIL Aligned Service Management
- On-premises & Cloud Infrastructure Managed Services
- Windows 11 Managed Operating Environment (MOE)
- Cybersecurity SIEM & Application Whitelisting
- OT (Operational Technology) Infrastructure Integration
- Camp Entertainment Services (Mardie Remote Site)



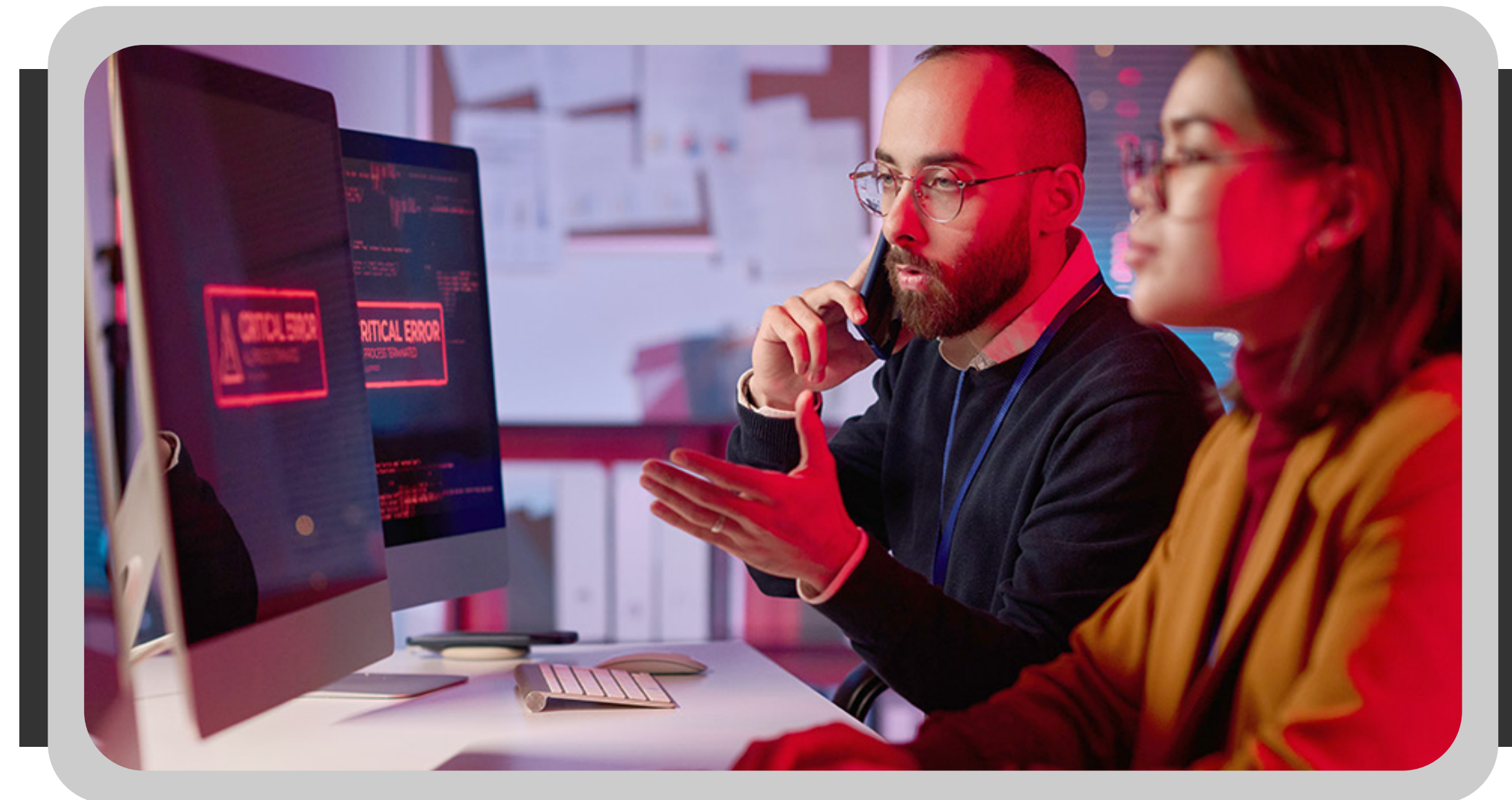
Cyber Security

VULNERABILITY ASSESSMENT ♦ AWARENESS TRAINING ♦
MANAGED FIREWALL AND ENDPOINT PROTECTION

Experience unmatched peace of mind with our all-encompassing cyber security solutions, designed to protect your business from the constantly changing digital threats of today's world.

Our experienced Cyber Security Team can support your business with:

- Vulnerability Assessments and Ongoing Management
- Identity and Access Management
- Security Consultation
- Application Control
- Endpoint Detection and Response
- Extended/Managed Detection and Response (XDR/MDR)
- Network & Firewall Security
- Cloud & Email Security
- Compliance and Governance
- Essential 8 Assessments
- Security Awareness Training



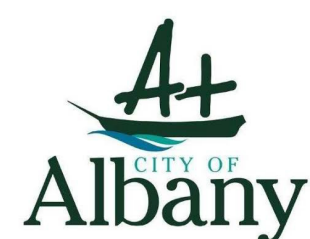
Partnerships and Alliances

R-Group has a strong focus on developing and maintaining positive and long standing relationships with vendors, distribution networks and alliance partners. Historically we have always combined the needs and requirements of all parties, whilst ensuring our reputation and integrity remain intact.

Our range of strong partnerships with vendors and other partners includes:



R-Group Clients



Talk to us

We would love to hear from you!



www.r-group.com.au

Follow us on LinkedIn: <https://www.linkedin.com/company/r-group-international>

