



daltron

your technology specialist





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Established in 1977, Daltron is recognised as a pivotal Information & Communications Technology (ICT) solutions provider in Papua New Guinea.

Daltron's head office is located at Waigani, with a branch in Lae, allowing us to provide a full range of technical products and services to the whole of PNG, from city centres to remote rural areas.

Daltron is part of the W R Carpenter Group, which has been operating in PNG since 1919. In 2006 we enjoyed a significant increase on 2005 revenue demonstrating our financial growth and stability. Our success has been driven via our own in-house Niulogic brand of computers and our ability to keep abreast of and deliver the latest technologies available in the world market. This has been driven by the combination of global brands, such as HP and Fuji Xerox, and quality PNG based service support. The Daltron sales team have the knowledge and experience to advise you on all ICT matters, while our qualified technical services team deliver the solutions.

The company's long term strategy is to continue offering the latest global technologies while further enhancing our industry-based specialisations. This will ensure we have the latest product and corporate knowledge to help your business develop and grow.



**AS YOUR TECHNOLOGY SPECIALIST
WE WORK WITH YOU TO DELIVER
THE BEST SOLUTION POSSIBLE**

We service an extensive client base

In addition to thousands of retail clients, Daltron boasts a vast and diversified range of corporate clients across a broad range of markets. We have the resources, knowledge and experience to assist small, medium or large businesses, government departments and state owned enterprises.

Our client base covers a diversified range of sectors including:

- National, provincial and local governments
- Banking and financial institutions
- Commercial organizations
- Diplomatic, social and aid agencies
- Medical, educational and research institutions
- Mining, manufacturing and natural resources
- Retail, hospitality and service industries.

We work in close partnership with our clients, tailoring solutions to meet specific needs, both for today and the future.



**QUALIFIED AND EXPERIENCED
MANAGERS COMPLEMENT
AND AUGMENT THE TALENT
OF OUR PNG CITIZEN STAFF**

We provide excellent service

Daltron has over 150 highly qualified and experienced professionals on hand to support your ICT business needs in the following areas:

- Corporate sales
- Retail sales
- Data centre services
- Outsourcing and managed services
- Internet and web hosting services
- Facilities management
- Training
- Technical services
- Support services
- Software development and support
- Consumables
- Photocopier sales and support
- Finance
- Administration
- Marketing
- Warehousing and logistics.

This means we can combine cutting edge global technology with local expertise and implementation capabilities.



**LOOKING FOR THE RIGHT IT SOLUTION
...SEE YOUR TECHNOLOGY SPECIALIST!**

We offer a broad range of services

The skills and qualifications of Daltron's services team allow us to offer a broad range of services to our clients.

Highly experienced consulting services

Daltron has a team of highly experienced personnel who provide consulting services to clients throughout PNG. Their approach combines local experience and world's best practice. The team is backed by the worldwide resources of partners such as Hewlett Packard, Cisco, and Fuji Xerox.

Professional facilities management

Our clients rely on our expertise to manage and administer their ICT systems and networks. We provide Customised Service Level Agreements to deliver administrative and operational services, as well as helpdesk and after hours support, giving clients access to expert help as and when required.

Data Centre

Daltron's Data Centre provides a scalable, reliable and environmentally secure location to house mission critical websites, servers, hardware and applications. The Data Centre offers a fully redundant and secure facility, as well as security, storage, recovery, consulting, and the human resources to help manage and optimise IT infrastructure performance.

Clients have complete flexibility and control over their server and application configurations while Daltron provides monitoring and management of security, power needs and network connectivity. Should clients want Daltron to host, administer and operate their equipment then these services can be integrated into the Service Level Agreement.

Tailored client support

Daltron offer a wide range of support services, from business critical performance assessment to Internet and IT infrastructure management that help reduce costs and risk involved in running a business in PNG.

Daltron can provide a “one-stop-shop” for staging deployment and lifecycle maintenance of a client’s ICT solutions. From a telephone based expert to onsite engineers, Daltron can design, integrate, maintain and support any or all technology assets. Our wealth of experience in hardware and software systems support, coupled with flexibility, responsiveness, and a belief in proactive systems maintenance ensures that costs are reduced and the availability of IT infrastructure are increased.

This extends to services such as the creation and maintenance of a client’s Standard Operating Environment (SOE) for easy deployment, remote management of network devices and scheduled visits to remote clients.

As a provider of network services to the PNG Government and an Internet Service Provider (ISP), we are fully aware of the existing public infrastructure provided by Telikom. This allows us to develop an extensive internal network and knowledge base on all issues related to maintaining infrastructure in PNG. Our knowledge base in the telecommunications arena is derived from environments as diverse as Australia, New Zealand, the Pacific Islands and China.

Daltron’s experience and expertise has been established from a range of sophisticated implementations including wireless transmission, fibre optics, broadband technologies, Local Area Networks (LAN) and Wide Area Networks (WAN).

Infrastructure services

Daltron’s highly qualified and trained support personnel can manage a varying range of areas which means our clients can depend on their IT infrastructure to transact business with the highest levels of security, reliability and availability. Our service delivery is underpinned by comprehensive Service Level Agreements designed to deliver superior service levels and support.

Software Development and Support

Daltron’s software development and support team specialise in the delivery and support of a wide range of cost effective custom and packaged software solutions to meet your personal or business needs. We are authorised resellers of iScala, Attache and MYOB system solutions.

Our capabilities at a glance include;

- iScala ERP software installations, consultancy, and support
- Attache, accounting software installations and support
- MYOB accounting software installations and support
- Database development and maintenance
- Customised software design and general programming support
- Web development
- Graphics design
- Web hosting and maintenance
- Credit card and banking systems consultancy
- System and User Acceptance Testing
- IT project management, general business analysis, and consultancy.

Network cabling

Cabling is the foundation of any computer network from Local Area Network (LAN) to upgrading a structured cabling system. Daltron is a PANGTEL registered telecommunications cabling contractor and can design, maintain, install or upgrade data and communication infrastructure including fibre optics.

Repair services

Daltron's repair service has been operating for 30 years, providing a "one-stop-shop" for the repair of most products we sell. Qualified repair technicians diagnose and repair a broad range of IT hardware and software systems, either at the Cameron Road Office in Port Moresby, Lae Office or onsite, depending on client requirements.

Field and engineering services

Daltron's engineers are amongst the most experienced in PNG and provide expertise in a variety of complex areas of technology. This allows us to offer onsite support in several key areas of IT and communications including:

- Microsoft Technologies
- Wireless Systems
- LAN and WAN Networking
- Server Builds
- IT infrastructure and ITIL capabilities
- Implementing World's Best Practices in ICT Infrastructure
- IT Security
- Internet technologies.

Wholesale market

We have systems and processes in place to provide our products at wholesale pricing to retail outlets. We already have a large number of resellers operating throughout the country. We are looking to expand our distribution network, to provide greater coverage and services to our key clients.



DALTRON IS A PROFESSIONAL SERVICE, IT AND NETWORK INTEGRATION ORGANISATION WITH MORE THAN 30 YEARS EXPERIENCE

We offer superior technical services

Daltron has been offering professional technical services and network integration solutions for more than 30 years. Our consulting-based approach helps our clients leverage upon next generation technologies to gain a competitive advantage.

Our philosophy

Our focus is on building strong strategic partnerships based on mutual trust and providing a high quality service on time, within budget. Our core objective is to understand our clients' business needs and provide the best possible solutions.

Our resources

The Technical Services Division employs both expatriate and local professionals from a variety of ICT disciplines and experience. This combination affords Daltron an enviable depth of knowledge and level of skills that are second to none in PNG.

Our Technical Services Staff hold many internationally recognised certifications including:

- Citrix Certified Administrator (CCA)
- Microsoft Certified Professionals (MCP)
- Microsoft Certified System Engineers (MCSE)
- Microsoft Certified System Engineers Internet (MSCE + I)
- Microsoft Certified Data Base Administrator (MCDBA)
- Cisco Network and Design Associates (CCNA)
- Certified Novell Engineers (CNE) Version 3/4/5.

Platforms we support include but are not limited to the following:

- Microsoft Server NT4/2000/2003
- Microsoft Small Business Server 2000/2003
- Microsoft Exchange Server 5.5/2000/2003
- Microsoft Internet Security and Acceleration Server
- Microsoft SQL Server version 7/2000/2003
- Citrix Winframe / Metaframe XP
- CISCO IOS – Routers, Switches and PIX Firewall
- Linux – Red Hat and other UNIX variants
- Oracle
- Databases: Microsoft Access, SQL Server, INGRES, Sybase
- Visual Basic
- iScala
- Attaché.



**LOOKING FOR A STORE WITH IT ALL RIGHT NOW,
...SEE YOUR TECHNOLOGY SPECIALIST!**

Equipment and supplies

Daltron supplies and services a range of equipment including:

- Computers and notebooks
- Printers
- Multi-function printers incorporating print/scan/fax/copy capabilities
- Fuji Xerox digital photocopiers (mono and colour)
- Document scanners and shredders
- Consumables
- Point of sale devices including barcode printers and scanners and weigh scales
- High-End Fax machines
- Touch screens

Working with global partners benefits our clients

We work with a number of global partners, including HP/Compaq, Intel, Fuji Xerox, Microsoft, Cisco, Epson, Acer, Intel, Nokia, APC and many more. This gives us access to the latest technology available, allowing us to provide our clients with seamless access to a wide range of internationally recognised products and services.



Full range of professional training services

Daltron offers a variety of application, specialist, professional development and individually tailored training courses. All of our instructors have extensive industry experience and carry appropriate tertiary qualifications.

The Port Moresby based Training Centre consists of multiple dedicated training rooms with over 20 networked workstations. Onsite customised training courses can also be conducted anywhere in PNG.

In addition to running training courses, Daltron is the only Authorised Thomson Prometric Testing Centre (ATPC) in PNG. We provide the facilities to hold exams for a range of subjects in the fields of computer science, programming and administration. Most certifications granted allow participants to gain accredited workplace certification.

Our training clients come from a broad range of industries such as the following:

- National, provincial and local governments
- Mining
- Primary Producers
- Manufacturers
- Retailers
- Business
- Financial Institutions
- Airlines.



Major projects

PROJECT	DETAILS
Financial Institution	Migration of an email platform from Microsoft Exchange Server 5.5 to Exchange Server 2003 (~1500 users).
Automotive Retailer	Audit of IT infrastructure and systems followed by implementation of the report recommendations (~70 users).
Oil and Gas Company	Voice and data communications for Napanapa Oil refinery, delivery via wireless across Fairfax Harbour.
Government (Mining)	Facilities management of core server infrastructure.
Government (Finance)	Supply and installation of the Department's Main Server Centre (MSC) servers and systems (~1,000 users).
Government (Finance)	Upgrade and installation of the Department's local area network.
Government (Finance)	Procurement & installation of the Department's Metropolitan Area Network (MAN) to provide GoPNG departments and agencies access to the Department's Finance System (IFMS) and HR & Payroll (HR&P) System (~1,500 users).
Government (Finance)	Design of server platform for IFMS system (Finance One on Oracle 10g RAC), hardware based on HP Blade servers and Storage Area Network replicated between two sites.
Governmental Statutory Authority	Migration of network client's PCs from Windows 9x/2000 to Linux Red Hat Desktop (~600 users).
Governmental Statutory Authority	Installation of LAN cabling infrastructure followed by upgrade of systems hardware and software including servers and desktops systems (~120 users).
Plantation	Audit of IT infrastructure and systems, presentation of report with recommendations, nationwide. (~60 users).
Foreign Aid Project	LAN installations at various institutions throughout PNG.
Engineering Company	Installation of iScala ERP Solution.

A close-up photograph of a person's hands typing on a silver laptop keyboard. The person is wearing a patterned top and a watch. The laptop screen displays a data visualization. The background is a blurred office environment with other desks and chairs. Two red dashed circles are overlaid on the top half of the image.

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