Servcore

WE ARE ⊞ARA

**The leaders
in electrical &
communications
infrastructure**

Servcore

WE ARE ARA

Servcore was established in 2010 and acquired by ARA in 2021.

Our purpose

Ensuring we power your business to grow with confidence.

Why we're different

We are leaders in electrical and communications infrastructure, redefining service for business' mission-critical electrical and communications requirements.

Our Service Charter

These five qualities shape our response to your business needs. This is why you can trust Servcore as your 'go to' resource when problem solving in business IT infrastructure.

We believe our people set our company apart. We care for our staff, who in turn care for our clients. Resulting in better service, less rework and down time and better outcomes that stand the test of time for your business.
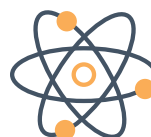
Our clients can expect excellent service, guided by our staff's commitment to five core values:

Integrity in all we do

Focus on listening to better understand your needs

Solution orientated outcomes, working beyond a quick fix

Respectful behaviour to all clients

Doing whatever it takes

The Servcore Business Approach

Solution – First Approach:

We craft innovative solutions that work for our clients.

We are vendor agnostic in the Uninterrupted Power Supply (UPS) world, ensuring flexible solutions that put the customer first in build or maintenance situations.

Servcore is exploring collaborations with financial institutions in order to offer our clients industry-leading Infrastructure as a Service (IaaS) solutions, shifting risk and unlocking new opportunities.

Our in-house engineering team with OEM's and partners to deliver next generation service enhancing and digitising solutions.

Servcores' demonstrated 'Solutions-first approach' goes beyond that of your traditional electrical contractor.

Mission-Critical Mastery:

Servcore treats every service as mission-critical. Our approach is proven, we have never had a claim against us and no client of ours has experienced a critical failure.

Our capacity is demonstrated through; an SLA uptime record of 99.8% for a 20,000+ checkout retailer at their busiest time of year; servicing 400,000m2 food distribution centres transferring millions of dollars worth of food; bank data centres processing billions of dollars of transactions; and even NSW traffic infrastructure when lives are on the line.

Servcore has a proven ability to manage 'mission-critical' electrical and communications infrastructure.

Risk Reduced:

Servcore understands and effectively manages risk through their People, Process and Partnership approach.

People are the key component in risk management. Servcore has the largest distributed field network across Australian and New Zealand. Our people that can reach any of our 6000+ serviced sites in under two hours.

Our 4 step Risk Reduction Process™ critically examines systems, stakeholder engagement and contingency planning to ensure your facility does not experience preventable downtime.

Partnership, we are an Australian-owned business that understands our unique operating environment. Servcore operates across construction, service and technology industries. Our broad knowledge base enables us to deliver on SLA's many service providers won't attempt.

Servcores' 'risk-reduced' approach has helped our customers build their businesses with confidence.

We're people people:

A Servcore differentiator is our people. We have a defined culture that works to attract and keep the industries very best people, giving our customers access to the best.

Minimising staff chum, handoffs and a focus on innovative and outstanding service is what our clients notice. With 90% of our business being repeat customers year on year, we think it's the way a service business should be.

Capabilities

Service & Maintenance

When managing your facilities electrical and communications infrastructure you are looking for confidence your service provider has you 100% covered across all your sites. A single moment of power loss or downtime can cost millions and ruin reputations. Should something go off plan – you want to know your provider will be on scene with a fix, fast.

Servcore is a Pacific electrical and communications specialist with a proven track record we achieve SLA's in mission-critical environments across Australian and New Zealand. Our mission-critical approach and demonstrated management across large retailers, food distribution centres, bank data centres and NSW traffic infrastructure gives our customers confidence in our service provision.

To ensure our next-level service we will ensure:

- 24/7 on call availability
- Real-time job updates and monitoring
- Utilisation of digital and IoT management platforms to drive uptime through prediction and analytics
- Australia-wide network of field staff
- Vendor agnostic to critical services like UPS.

Our preventative & reactive maintenance includes:

- Certified data & comms cabling installation and repair
- Generator services and maintenance
- UPS service, maintenance, warranty repairs and battery replacement
- Full electrical distribution maintenance & repair
- Power protection
- Audits
- Residual current device (RCD) testing

Capabilities

Design & Major Projects

The two critical success factors in building projects are delivering on time and on budget.

Beyond that you want to know your electrical and communication partner is dependable, understands your environment and delivers final outcomes to specification.

Our considered approach builds your business its own unique solution. We take time to understand your environment and business, embedding local knowledge, analysing key risks and customising your key power requirements. With the option to embed our staff in your organisation to speed up design and quoting adding the practical element to your desired outcome.

Our in-house team are electrical and communications specialists, vetted and trained to Servcores highest standards. It is why we are four times ISO certified and 90% of our business comes from repeat customers.

Our service offering:

• Fitouts, national rollouts and refurbishments

• Offsite staging and prefabrication

• Cable selection and cable management

• System, environmental and power quality audits

• Project Management

Capabilities

Servcore Coverage

Servcore incoprates over 70 management and service professionals focused on delivering exceptional service. Our National service partnership network allows 'metro' level service across Australia and New Zealand supporting stringent SLA achievement.

Darwin

Kununurra　　　Katherine

Broome　　　　　　　　　　　Cairns

Port Hedland

Karratha　　　　　　　　　　Mt Isa　　　　　Townsville

Mackay

Alice Springs　　　　　　　Rockhampton

Sunshine Coast

Carnarvon　　　　　　　　　　　　　　　Brisbane

Gold Coast

Geraldton　　　Kalgoorlie

Tamworth　　Coffs Harbour

Broken Hill　　Dubbo

Perth　　　Esperance　　　　　　　　　　　　Newcastle

Albany　　　　Whyalla　　　　　　　　　Sydney

Mildura

Port Lincoln　　Wagga

Adelaide　　　　　　　Canberra

Naracoorte

Melbourne

Burnie　　　　　　　　　　Auckland
Launceston

Hobart　　　　　　　Wellington

Christchurch

Dunedin

🔴 Capital City Coverage

🟠 Regional Centre Coverage

Licenses & Certifications

Servcore is licensed and holds current certifications for the following;

• Electrical Contractor Licence (SYD, CBE, BNE, MEL)

• NSW & QLD Security License

• BICSI RCDD Registered Communications Designer

• Commscope & Siemon Certified Cabling Design & Install

Servcore is certified and complies with following certifications for Electrical, Communication and Security Systems installation and services to Commercial and Retail Industry.

• AS NZS 4801 2001 Occupational Health and Safety Management Systems

• AS NZS ISO 9001 2016 Quality management systems Requirements

• AS NZS ISO 14001 2016 Environmental management systems Requirements with guidance for use

• OHSAS 18001 2007 Occupational Health and Safety Management Systems

Smart Choice Checklist

There are many criteria you will use to select your electrical and communications partner. Whoever you choose, make sure they can tick these boxes:

☑ Proven SLA track record of 99.8% registered uptime in mass, longitudinal deployments

☑ ANZ wide network of field staff with the ability to respond to the site within a two hour period

☑ Operates with a thorough risk reduction process involving (1) criticality analysis, (2) an understanding of your current systems, (3) stakeholder engagement, and (4) contingency planning

☑ Proven in mission critical environments

☑ Has the latest remote monitoring and digital IoT management platforms to drive uptime through prediction and analytics

☑ Has a defined Service Charter at the core of everything they do and they stand behind it a 100%

The ARA Group

The ARA Group provides solutions for any and all challenges faced within your facility or infrastructure.

Our divisions work together to deliver fully integrated, in-house solutions from beginning to end; from turn-key electrical and security services through to fire protection, building services, energy management, maintenance and cleaning. We also distribute electronic security systems and provide tailor-made door solutions. With our team of experts, supporting you and your company, ARA gives your business A Real Advantage.

To find out more about our products and services visit:
www.aragroup.com.au

ARA SECURITY	ARA MECHANICAL	ARA PROPERTY SERVICES	ARA BUILDING	ARA ELECTRICAL	ARA FIRE	ARA PRODUCTS
Integration of & solutions for electronic security	Energy management for commercial buildings	Commercial cleaning & maintenance	Versatile building & maintenance services	Electrical, high voltage, data & engineering	All aspects of fire protection	Distribution & Manufacture
Access Control	HVAC Design	Commercial Cleaning	Remedial Building Repairs	High Voltage Services	Inspection & Testing	Access Control
CCTV	Mechanical Ventilation	Healthcare Cleaning	Insurance Building Repairs	Low Voltage Services	Sprinkler Systems	CCTV
ATM Security & Guarding	Air Conditioning	Food Processing Cleaning	24/7 Emergency Service	Engineering Solutions	Detection & EWIS Systems	Photo ID Systems
Electronic Security Solutions	Chiller Plants	Maintenance	Exterior & Interior Design	Installation Services	Passive & Fire Doors	Identity Security
Safes, Vaults & Teller Units	Building Automation	Grounds Maintenance	Fit Outs of Interior Spaces	Switchboards	Portable Systems	Architectural Hardware
Locksmith Services	Energy Management	Waste Management & Recycling	Refurbishments	Mobile Switch Rooms	Special Hazards	Commercial Doors
	Metering		Multi Trade Services	Data Centres	Oxygen Reduction	Industrial Doors
				Structured Cabling	Pipe Fabrication	High Security Doors
						Physical Security Systems
						Ballistic Glass

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Contact us today

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