



Solutions & Services



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About us

Converged Communication Network Applications (CCNA)

CCNA delivers leading technology solutions and services within the Enterprise, Government, and Carrier space. The innovative design, development, and implementation of converged communication network applications is our core area of expertise.

Director Profiles



Craig Sims
Co-Director, CCNA

Craig has 18 years' experience in delivering Information Technology and Communication solutions around the world. He has led the deployment of a range of successful converged products including complex contact centre applications and integrations with diverse back-end customer applications.



Eoin Coghlan
Co-Director, CCNA

Eoin (Owen) has 16 years' experience in Business Development and the delivery of a range of Information and Communication Solutions in Australia and the Asia-Pacific region. He has earned a reputation for winning high profile customers and developing innovating customer-oriented products.



The CCNA Service
desk is manned 24/7

Services

CCNA offers a range of services aimed at delivering exceptional results for our clients. We see your Business and Technology solution from the consultation phase through to project management, implementation and ongoing support. A consultative approach to customer engagement is the secret to creating a strong return on investment for our clients. Our collaborative technique with extensive post cutover support and training differentiates us from the traditional strategy other service providers employ.



CC Experience

CLOUD CONTACT CENTRE

It's All About the Customer - Optimise Expectations

To retain customers and stay ahead of the competition, your business needs a CX strategy. The strategy may be as simple as decreasing costs or improving Contact Centre KPIs. It could also be as sophisticated as driving differentiation, improving loyalty (NPS), and strengthening advocacy.

By offering vendor agnostic technology, innovation, and design, CCNA helps you develop and realise your CX goals.

Solutions:

- Desktop Analytics
- IVR, Self-Services, Advanced Routing and Chatbots
- Omnichannel Communications
- Cloud Contact Centres
- Remote Agents and Mobility
- Social Media Content Integration
- Cloud Connectors and Integration Software
- Workforce Optimisation and Quality Monitoring



CC Network

CONVERGED NETWORKS

Robust, Agile and Always On – Keeping the Information Flowing

Our network design and implementation is focused on identifying and supporting the users and applications that drive your business. An enterprise network's purpose is to deliver data and applications to users simply, quickly, securely, and efficiently. CCNA works with organisations to enhance their end-user experience and reduce operational complexity by leveraging next-generation networking solutions.

Whether you are connecting your data centres, head office, branch offices, or supporting your remote workers access to mission critical systems, a robust and efficient network is the difference between business success and failure.

Solutions:

- SD-WAN
- Wi-Fi Networks
- Network Virtualisation
- Software Defined Networking
- Remote Access
- Identity Services
- Carrier and Connectivity Diversity



CC Unified

SIP TRUNKING AND UC

Anywhere, Anytime - Stay Connected with Your Most Valuable People

Focus on people, not technology. With unmatched solutions and expertise, CCNA is here to help your organisation become more agile. CCNA recommends best-of-breed UC vendors that meet your business needs, selecting the appropriate service for each situation, and delivering it all as a managed solution.

We work with you to deliver systems that provide truly collaborative environments including IP telephony, SIP Migration, IM presence, video, screen sharing, file sharing, whiteboarding, and many other features.

Solutions:

- Communication Applications
- Conferencing
- Messaging + Presence
- Mobility + Bring Your Own Device
- Telephony and Collaboration
- SIP Migration and Systems Integration
- Communication Security and Authentication
- Compliance Recording and Encryption



CC Cloud

DEVELOPING A CLOUD STRATEGY

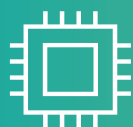
Maximise the Benefits of the Cloud for Your Business

CCNA delivers secure cloud solutions around contact centres, unified communications, mobility applications, and advanced application management. We provide guidance across all major cloud computing models from any starting point.

Cloud solutions help increase agility, improve collaboration, streamline utilisation, and improve the bottom line.

Solutions:

- Public Cloud
- Private Cloud
- Hybrid Cloud
- Multi Cloud



CC Storage

HYPER-CONVERGED INFRASTRUCTURE

Enhance Capabilities While Reducing Administrative Overhead

CCNA's solutions enhance your infrastructure and strengthen your business by integrating innovative technology. We create clear roadmaps for each project to ensure seamless upgrades and superior interoperability. CCNA is built on a vendor-agnostic philosophy, where we curate the best possible technology mix for all our clients, both in cloud environments and on-premise.

Next generation hyper-converged infrastructure incorporates elements of hybrid cloud into a single managed solution.

Solutions:

- Storage Virtualisation
- Hybrid Infrastructure
- Maintain Business Continuity
- Manage Physical and Virtual Resources
- Storage Security



CC Secured

NETWORK CYBER SECURITY

Prevent Intrusion with Secure Authentication Processes

Protect your organisation's assets with our best of breed security solutions. CCNA's approach to layered security includes everything from asset security to threat detection to governance assistance. The comprehensive, full-service security solution from CCNA helps your company keep unauthorised visitors from accessing valuable business information.

Without the right security controls and measurements, your staff will struggle to monitor KPIs or report on the effectiveness of your security.

Solutions:


- Security, Visibility, and Control
- Enhanced Threat Control and Prevention
- End Point Security
- Firewall and Access Control
- Cyber Security Policy Development
- Mobility and Remote Users


Partnerships


CCNA sells a range of IT and Infrastructure products including Handsets, Headsets, Mobile Phones, Gateways, Access Points, Data Switches, Servers, Laptops, Desktops, Firewalls, Storage, Racks, UPS, and Cooling.







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Level 32, 101 Miller St,
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Perth, WA 6000

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Canberra, ACT 2601

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