Capabilities Statement

COMTEL TECHNOLOGIES

Electronic Systems for Integrated Solutions

COMTEL TECHNOLOGIES
ELECTRONIC SYSTEMS FOR INTEGRATED SOLUTIONS

Company Details

Comtel Technologies (Aust) Pty Ltd

Established: 1968
Security License: 942 825 40S

ABN: 47 621 882 353
ACN: 621 882 353

Legal Structure/Ownership: Privately Owned

Public Liability: $20,000,000.00

Product Liability: $20,000,000.00

Location: 1/1 Culverlands Street
              Heidelberg West
              Victoria 3087

Postal Address: Same as Location
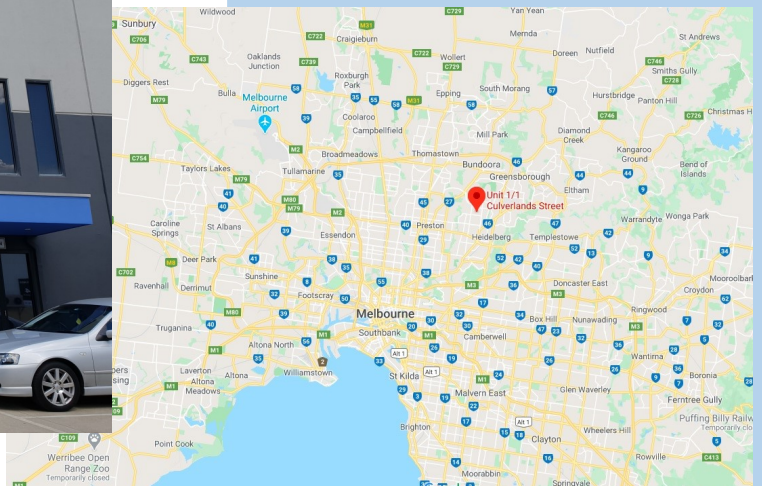
Phone Number: (03) 9457 4488

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Website: www.comteltechnologies.com.au

Email Addresses: info@comteltechnologies.com.au
                  sales@comteltechnologies.com.au
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Primary Contact:
Martyn Zammit
Managing Director
Email Address: martyn@comteltechnologies.com.au
Mobile Phone: 0438 020 519

Company Profile

Core Competencies

Through consultation, design, installation and implementation, Comtel provides integrated electronic system solutions. Our clients include Architects, Builders, Engineering Consultants, Security Contractors, Electrical Contractors, and End-users.

Our product solutions cover internal communication and signalling systems, including hard-wired, wireless (Radio Frequency and Wi-Fi), and IP-based systems. Our services include remote and on-site technical support, regular routine system testing and maintenance, and after-hours emergency service technicians.

History

Comtel (now 'Comtel Technologies (Aust) Pty Ltd') was originally incorporated in Victoria in 1968 to distribute, install and maintain Nurse Call, Intercommunication and Public Address equipment.

Subsequently, the Comtel name became established in the Health Care Industry as suppliers of Australian-made Nurse Call and Communication equipment and systems. Comtel Technologies now specialise in a range of low-voltage equipment & systems.

Value Proposition

Our aim at Comtel Technologies is to provide our customers with the low-voltage (communications, security, messaging, signalling, etc.) equipment and services they require for the cohesive operation and security of their premises, ensuring they receive a high level of product reliability with the assurance that the systems will be compatible and work together as one complete solution.

Competitive Advantage

Our knowledge and experience ensures seamless integration of various systems. By combining installation of several systems, we can provide cost-savings to our customers. Comtel Technologies can service and maintain a variety of low-voltage equipment, reducing complexity and customer's costs by having one contact for servicing and maintenance.

Capabilities and Capacity

Business Units / Services

Sales Team:

Consultation	Product Demonstrations	Needs Assessments
Trade Shows	Product Showroom	System Integration Specialists

Service Team:

Fault Finding	Installation Services	Preventative Maintenance
Product Testing	Custom Electronics	Product Repairs / Modifications
Programming	24/7/365 Availability	Scheduled System Testing

Project Team:

Consultation	Project Management	Product Demonstrations
System Training	Installation & Programming	System Commissioning

Facilities

Product showroom with fully functioning systems on display

Technical Workshop for in-house repairs, equipment modifications & custom electronics creation

Meeting Facilities for client consultation, planning collaboration & training sessions

Electronic Product Solutions

Nurse Call:

Residential Aged Care Facilities	Retirement Villages
Independent Living Units	Hospitals
School & Community Centre Sickbays	Dental & Medical Suites
Monitor 'Quality of Care'	Full Dementia Monitoring

Personal Alarms:

Medical & Duress Alarms	Call Centre Call-Back
Allows 'Aging In Place'	Reporting to Staff & Family
Scalable to Meet Changing Needs	Mobile App for System Reports

Wanderer Prevention:

Lockdown for Dementia Residents	Prevent Residents Absconding

DECT / VoIP / Pocket Pagers:

Wireless Communications	Integration to External Systems
Mobile Messaging	PABX/IP-PBX Integration
Radio Frequency Handsets	VoIP over Wi-Fi

RFID & RTLS:

Staff & Resident Tracking	Asset Tracking & Management

Access Control:

Security of Premises	Logging of Authorised Access
Prevent Unauthorised Access	Site-wide or Multiple Sites

IP-CCTV:

Surveillance of Premises	Stand-Alone & Integrated Systems
Video Management Software	Access Control System Integration

Intercom systems:

Audio & Video Door Entry Systems	Internal Communication Systems
IP-Based Intercom Systems	Apartment / Multi-Dwelling Systems

Wi-Fi Networks:

Wireless Connection of Systems	Staff & Guest Internet Access
Internet-of-Things (IoT) Connectivity	Communications & Duress

Key Personnel

Managing Director

Name: Martyn Zammit

Commenced: 2011

Martyn started his career in electronics as a technician with communications giant Ericsson. Moving on to Intruder Alarm installations exposed him to a variety of systems and technical challenges and eventually to sales. Martyn excelled in the highly specialised market of military-grade LED screen solutions, dealing with Armed Services and Police Forces world-wide. Starting a family lead to a desire for a role with less overseas travel and he joined Comtel Technologies as a Sales Consultant, focusing on Nurse Call systems for the Aged Care market. In 2017, after substantial segment growth, Martyn had the opportunity to purchase the company and commenced the next stage of his career in the electronics sector as Managing Director.

Project Manager

Name: Darren Shield

Commenced: 2009

Darren has a vast wealth of technical knowledge and many years of Project Management experience, handling product solutions assessment and procurement, Technical Service Team management, OHS & SWMS, Industry Certifications and sub-contractor liaison and management. Darren is also responsible orchestrating system training for clients at project completion and is passionately focused on developing customer relationships post-project.

Service Co-Ordinator

Name: Jacquelin Wilkins

Commenced: 2013

The focal point for incoming service queries, Jacquie is responsible for prioritising ad-hoc service requests and the scheduling of service appointments, allocation of Technical Service Team resources and liaises with our Project Manager regarding labour management for project works. Jacquie also co-ordinates the regular system testing we conduct for our portfolio of Aged Care Facilities and Maintenance Agreement Contract clients.

Service Manager / Lead Technician

Name: Brendon Archibald

Commenced: 2001

Brendon has a love of electronics and the challenges it can provide. He is the type of technician that will always go 'above-and-beyond' for our clients and is often tinkering and testing a variety of equipment and systems in his own time, thinking 'outside the box' and investigating ways to adapt existing technology to provide new solutions.

Sales & Marketing

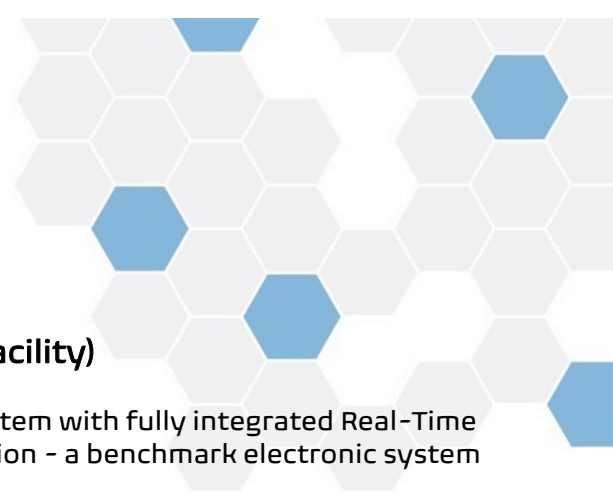Name: Jay Woodcraft

Commenced: 2001

Working across multiple areas of the business, Jay has experience in Administrative, Operations and Sales roles. Over his time with Comtel, he has been responsible for internal and external sales, product demonstrations, custom panel fabrications, provision of on-site technical assistance for installers and assisted the Technical Service Team when needed. Currently Jay focuses on Commercial Project tenders and Aged Care and Retirement Living Electronic Solution proposals.

Technical Sales Consultant

Name: Domenic Rossi

Commenced: 2005

Experienced electronics technician with a high level of fault-finding skills to component level. During his time with Comtel he has become very familiar with our systems and, more importantly, our customer base, demonstrating a wealth of knowledge of many of their sites. In 2019 Domenic joined the Comtel Sales Team as a Technical Sales Consultant, utilising his understanding of installation requirements and intimate knowledge of our customers' premises to provide accurate quotations for additions to existing systems and new installations alike.

Recent Project Examples

Sale Elderly Citizens Village (Residential Aged Care Facility)

Project Description: Implementation of IP-Based Nurse Call system with fully integrated Real-Time Location Service (RTLS) for Staff Duress and Wanderer Prevention - a benchmark electronic system solution implemented in Victoria.

Scope: Nurse Call, Wanderer Prevention, RTLS

Location: Sale, Victoria

Ballarat Health Service (Ballarat Base Hospital)

Project Description: Having supported BHS and their systems for a number of years, Comtel worked closely with the BHS Engineering Team and stakeholders to develop a customised mounting solution for Nurse Call points for their new COVID-19 Treatment and Observation Ward.

Scope: Nurse Call, Custom Fabrication

Location: Ballarat, Victoria

Baptcare - Templestowe Orchards (Residential Aged Care Facility)

Project Description: In close consultation with Baptcare, the builder and electrical contractor, Comtel was engaged to project manage the supply, installation, commissioning & post-project training of staff for multiple electronic system solutions for the Residential Aged Care Facility.

Scope: Nurse Call, Wanderer Prevention, Access Control, CCTV, MATV, Hearing Augmentation, Intercom, Wi-Fi, RTLS

Location: Templestowe, Victoria

Baptcare - Strathalan (Independent Living)

Project Description: Having previously provided a multitude of electronic solutions for the Residential Aged Care Facility (including Nurse Call, Access Control, Intercom, Hearing Augmentation & IP-CCTV), Comtel was engaged to provide various systems for the 'Stage 2' Independent Living Apartments constructed as a separate building on the Macleod site.

Scope: Access Control, Intercom & IP-CCTV (including License Plate Recognition)

Location: Macleod, Victoria

Our Business Partnership Portfolio includes...

Baptcare	Ballarat Health Service
Uniting Age Well	Eva Tilley Memorial Home
Benetas	Beechworth Health Service
Edith Bendall Lodge	Yarrawonga District Health Service
Royal Eye & Ear Hospital	St Vincent's Hospital Melbourne
Prom Country Aged Care	Respect Group Aged Care
Estia Health	Echuca Community For The Aged
Berrigan Health Service	Dorothy Impey Home
Mercy Health	Samarinda Aged Services
Heywood Rural Health	Assisi Centre Aged Care
Ality Aged Care	Maryborough District Health Service
CraigCare Community	Sale Elderly Citizens
Tocumwal Lions Community Hostel	Ace Body Corporate Management
Select Strata Management	The Knight Body Corporate

Comtel Service Areas

Comtel Office – Metropolitan Melbourne

Located in the North-Eastern suburbs of Melbourne, Comtel is ideally located for ease of travel around Metropolitan Melbourne and accessing Regional Victoria.

Gippsland

Comtel services multiple Aged Care Facilities, Hospitals and Hostels in Eastern-Victoria's Gippsland region including Lakes Entrance, Sale and Foster.

Western Victoria

From Heywood and Warnambool in the south to Mildura and Swan Hill in the north, Comtel provides maintenance to facilities across Western Victoria.
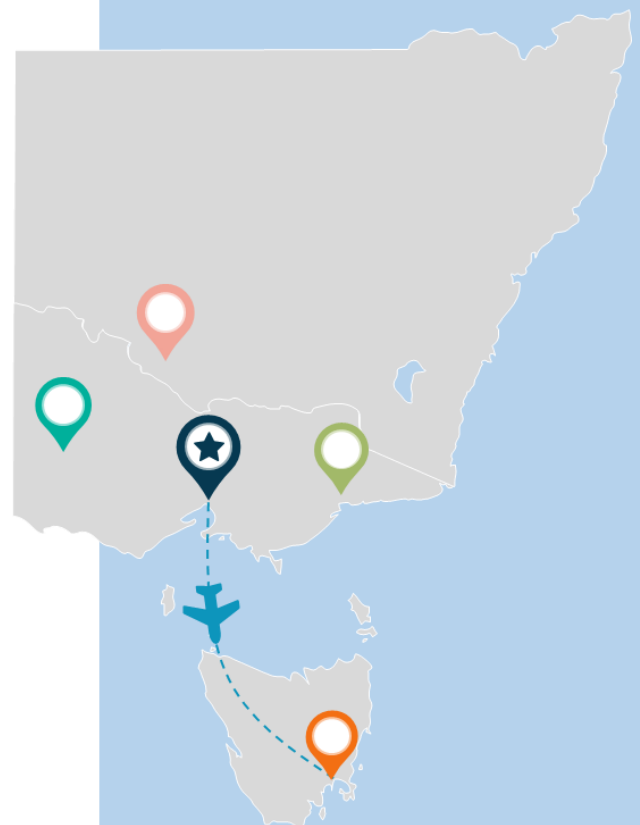
New South Wales

We have conducted installation projects in Southern New South Wales, such as Berrigan and Balranald.

Tasmania

Comtel has attended various sites as a manufacturer's representative, conducting system maintenance and repairs in Hobart and Devonport.

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