

Capability Statement



CyberGuru

Consulting - Design - Support - Training

www.cyberguru.com.au

Microsoft
CERTIFIED
Professional

Microsoft
CERTIFIED
*Desktop Support
Technician*

Microsoft
CERTIFIED
*Technology
Specialist*

Microsoft
CERTIFIED
IT Professional

Microsoft®
Small Business
Specialist

Capability Statement

Table of contents

Welcome to CyberGuru	3
About CyberGuru.....	4
About Proprietor/Chief Guru	5
History	6
Partnerships	9
Testimonials.....	10
Our solutions.....	11
Consulting.....	12
Design.....	13
Support.....	14
Training.....	15
Contact us	16

www.cyberguru.com.au

Welcome to CyberGuru

Award-winning, professional and affordable computer solutions

CyberGuru provides award-winning, professional and affordable computer solutions to small businesses, not for profit organisations and individuals.

Since 1997, we have been at the forefront of the computer services industry providing consulting, design, support and training.

Founded in 1997, CyberGuru is an award-winning computer solutions business providing professional and affordable computer solutions to small business, not-for-profit organisations and individuals.

We provide computer solutions in the areas of:

- Consulting
- Design
- Support
- Training

Our computer solutions focus on the needs of our market, enabling them to benefit through the use of technology in their everyday lives by offering a one-stop shop to cover everything they need.

We strive to provide our clients with a positive experience in all aspects of our business and look forward to serving you or your organisation soon.

If you would have any questions about our business or our solutions, or would like to learn more about CyberGuru, please contact us.

Chris Jeffery
Proprietor/Chief Guru
CyberGuru

www.cyberguru.com.au

About CyberGuru

For over fifteen years, CyberGuru has prided itself on providing award-winning, professional and affordable computer solutions to small businesses, not-for-profit organisations and individuals. During this time, our business has continued to remain at the forefront of providing information and communication technology services.

Why choose CyberGuru?

Professional

CyberGuru has provided its' clients with an outstanding service, so much so that our client list is quickly expanding and word of mouth growing at a rapid pace.

Almost 100% of those who have used our computer solutions have been repeat clients and referred their friends, family and colleagues to also use our computer solutions.

Affordable

Our mission makes it clear: "We aspire to be a one-stop shop for computer solutions, focused on the needs and budgets of small business, not-for-profit organisations and individuals."

Award-winning

Over the years, CyberGuru has had numerous achievements. Here's some of our accomplishments:

- Winner - Australian Computer Society Young ICT Professional of the Year 2012
- Nominee - Australasian Student Entrepreneur Awards 2004
- Finalist - Quest Newspapers Business Achievers Awards (Ecommerce) 2003
- Nominee - Australasian Student Entrepreneur Awards 2003
- Nominee - Nescafe Big Break 2003
- Winner - Intel Australia On-line Awards Web-site Competition 1999
- Semi-Finalist - The Courier-Mail Brisbane Internet Games Competition 1997

Certified

In addition to holding a dual-degree in Business and Information Systems, Christopher Jeffery, Proprietor/Chief Guru of CyberGuru holds numerous industry- recognised certifications, including qualifications in PRINCE2 (PROjects IN Controlled Environments 2), ITIL Service Management Foundations and numerous Microsoft Certified Professional qualifications.

www.cyberguru.com.au

About Proprietor/Chief Guru



Christopher Jeffery
B.Bus. (HR Mgmt), B.Info.Sys., MCP,
ITIL Foundations, PRINCE2 Foundations, MACS CP

Proprietor/Chief Guru of CyberGuru, Christopher Jeffery has been involved in the computer industry for over fifteen years and has built a strong reputation among his peers and colleagues.

Christopher has numerous industry qualifications in Information Technology, Multimedia, Office Administration and Training and Assessment which has he held and maintained for over ten years. Christopher graduated with a high GPA from a Business and Information Systems dual-degree, majoring in Human Resource Management at University. Chris has an extensive professional background and experience in delivering business and information technology services with a history of commitment to excellence through ongoing knowledge and skill development.

He also holds numerous Microsoft Certified Professional qualifications, including certifications in Microsoft Certified Desktop Support Technician, Microsoft Certified Technology Specialist, Microsoft Certified Information Technology Professional, Microsoft Certified Solutions Associate and a Microsoft Small Business Specialist. Christopher also holds a Microsoft Licensing Sales Specialist Lite qualification.

Christopher has also attained a Foundations certificate in the IT Infrastructure Library (ITIL). ITIL is the most widely accepted approach to information technology service management in the world which provides a cohesive set of best practice processes in support and delivery of information technology.

He also has achieved a Foundations certificate in the PRINCE2 (PROjects IN Controlled Environments 2) Project Management methodology which becoming an increasingly popular and a de facto standard for project management worldwide.

Christopher is also recognised as a Certified Professional Member of the Australian Computer Society and named the Australian Computer Society Young ICT Professional of the Year for 2012.



www.cyberguru.com.au

History

An accomplished history spanning over 15 years

Over the past fifteen years, CyberGuru has continued to grow and mature in the computer solutions market.

Timeline

A timeline of CyberGuru's business success looking back since our beginnings in 1997.

1997: CyberGuru commenced operating under the proprietor's name, Christopher Jeffery "Computer Guru". Our newly developed website at the time was our main point of call for new business, but word of mouth amongst supportive family and friends allowed us to grow and develop our client base quickly. One of our first major clients was a nearby primary school who regularly sourced us for computer maintenance under what is now known as our Support solution.

1998: 1998 continued to be a growth year with clients continuing to use and recommend CyberGuru's solutions. Our second major client was Chris' secondary school. Chris organised and led their multimedia club, and was quoted in the college yearbook as "the source of computer expertise needed by club members and others throughout the school". Chris developed a PowerPoint presentation for the Annual Speech Night, which was regarded by many as the highlight of the evening. The success of this resulted in gaining over a dozen clients utilising our Design and Training solutions.

1999: In 1999, CyberGuru continued to move forward and Chris developed his skills further. The "Nudgee College Interactive" website was launched in early 1998 which was designed and developed in conjunction with the multimedia club. In October, the website won a national competition for website design, the "Intel Australia On-line Awards Web-site Competition". Later that year, the first survey was sent to clients and website visitors to determine the needs of clients and prospective clients.

2000: Following the results of the survey, Chris undertook an overhaul of business operations and developed a new look for the business in 2000. The solutions were then developed further. An increasingly growing number of clients employed Christopher's solutions. The website was then formally known as CyberGuru was then "Christopher Jeffery Computer Solutions". Chris signed up for a traineeship in multimedia.

2001: In 2001, Chris continued to do his traineeship work and complete his multimedia traineeship. At the end of the traineeship, his instructor, said that "...in [his] experience as an instructor, I do not think I have found anyone with the work ethic and eagerness to learn that Chris displayed throughout his course...".

www.cyberguru.com.au

2002: Chris had a major uptake with five major new clients who requested websites. The business plan for 2003-2005 was developed to ensure the projected growth remained steady. A repositioning survey was sent out to clients, prospective clients and friends to seek how we could improve better and to decide on a new look for the business.

2003: 1 April marked the repositioning of "CyberGuru", becoming integrated with both the business and website. As part of the relaunch, Chris developed an entire new look and feel for the business and the solutions provided. A new website for CyberGuru was developed. The year continued to be a period of steady growth, with a number of new clients and projects on board.

2004: Chris was nominated for the second year running for the Australasian Student Entrepreneur Award, a national and international award for "recognition of exceptional entrepreneurial skill and creativity among undergraduate students enrolled in universities and technical colleges in Australasia."

2005: As part of feedback from the last survey and operational requirements, several changes took place to CyberGuru in 2005. CyberGuru introduced Annual Contracts for the Design and Support solutions, both of which were very successful and innovative in the market at the time. We also created new Website Design Packages, which bundled together domain name registration for two years, a year's website hosting and initial website design. Chris completed the remainder of his study completing his dual-degree in Business and Information Systems course at University. Growth of CyberGuru continued at a steady pace, with several new clients coming on board through word of mouth.

2006: In 2006, Chris completed industry-recognised certifications as a Microsoft Certified Professional with Microsoft Certified Desktop Support Technician qualifications. He also commenced developing the next business plan, focussed on becoming more dynamic in our approach to service delivery. The plan seeks to outline our progress in the since 2003 and guide us past our first decade of successful operations. Integral to this plan are business partnerships. We are continuing to develop and extend our solutions further. These partnerships will enable our clients to receive personalised services from CyberGuru with the backing of these respected organizations that will enable us to deliver a more proactive service.

2007: Chris successfully received qualifications as a Microsoft Certified Technology Specialist in Microsoft Windows Vista - Configuration and as a Microsoft Certified IT Professional - Enterprise Support Technician, one of the first in the world. Chris also attained a foundations certification in IT Infrastructure Library (ITIL).

2008: Chris continually improved and refined CyberGuru with new and refined strategies in revised business plan to continue its success into the future. CyberGuru continued to develop partnerships with other organisations, including Symantec, NetRegistry and MelbourneIT.

2009: CyberGuru scaled back operations, however at the same time continue to develop skills and upgraded several qualifications, including numerous Microsoft Windows 7 and Small Business Specialist 2008 certifications. Plans to redesign CyberGuru's online presence, featuring a new blog and a redeveloped myCyberGuru personalised portal for clients commenced.

2010: This year marked the, appearance of CyberGuru's rebranded corporate image, new look website and logo. CyberGuru moved towards a more online presence, providing a range of new features, including a frequently updated blog, replacing the existing CyberGuru Newsletter. Chris also upgraded his ITIL foundations certification to version 3.

2011: CyberGuru continued to develop and maintain its website, enhancing the Portfolio and providing additional features onto the website. Chris continued to develop his knowledge and skills by completing the latest Certificate IV in Training and Assessment.

2012: CyberGuru celebrates its fifteenth year of successful operations. Over the years, we've continued what we do best - providing award-winning, professional and affordable computer solutions in consulting, design, support and training. Chris has continued to maintain his professional skills by completing a Foundations certificate in PRINCE2 (PROjects IN CONTROLLED ENVIRONMENTS 2) Project Management methodology. Chris was also named the Australian Computer Society Queensland Young ICT Professional of the Year.

2013: Today, CyberGuru continues to grow and be at the forefront of the computer services market. Chris commences operating CyberGuru on a full-time basis, whilst planning for future opportunities with a number of exiting developments in the making, to providing continual service improvement in our client services through a range of projects being detailed in our updated business plan currently in development.

Partnerships

CyberGuru is proud to collaborate with like-minded organisations in order to provide our clients with the best possible computer solutions.

CyberGuru currently has business partnerships with the following organisations:

- Citrix Online (Cloud services including online collaboration)
- Microsoft (Software and hardware)
- NetRegistry (Website promotion, including marketing and ecommerce)
- [Seiretto](#) (Website hosting)
- Symantec (Internet security and computer maintenance software)
- TPP Wholesale (Domain name registrar)

If your organisation would like to partner with us, please contact us and let us know your areas of expertise.

www.cyberguru.com.au

Testimonials

Our clients' testimonials are our best form of advertising. Here is a selection of them.

"[Chris] has demonstrated business acumen together with specific skills in computer software and hardware. He is industrious, courteous, reliable and with impeccable manners and presentation...He is eager and willing to please and gives his time freely to many "not for profit", community and public organisations."

"Chris has demonstrated excellent time management skills, a commitment to learning and an ability to be self managing. His reliability, motivation and integrity have gained him the respect of peers and colleagues. His work ethic, sense of responsibility and communication skills have been demonstrated through his business activities."

"I have found Chris to be reliable and honest in all aspects of his employment as a trainee at Nudgee College. He is skilled at his particular study pursuit in the Multi-media area and is willing to learn new approaches in his field."

"The Foundation has found Chris to be a most diligent, honest and professional business man. His dedication to his work and studies will prove valuable assets in his future dealings with the world of business."

"Being a relative newcomer to computers and computer technology I have found Chris' informative teaching and training most helpful. His expansive knowledge of information technology and "obliging manner with all kinds of queries makes for productive instruction."

"Acting as Webmaster for the Australia-wide organisation, I have always found Chris most willing to assist with any inquiries. He always immediately attends to changes we require on the website. Chris has also offered advice on the text to ensure it is as effective as possible."

"Chris has always been very punctual with work completed. When asked to complete tasks he often identifies issues of concern in advance and provides actions to enhance the website or improve the functionality offices. I admire him for his intelligent, proactive and common sense approach to task completion. Chris is well organised and provides timely reports and contractual information. I have always believed his services are excellent value for money."

www.cyberguru.com.au

Our solutions

As a one-stop shop for all of your computer solutions, we cover your every need.

Consulting

Looking to buy new computer equipment?

Look no further than CyberGuru! We can recommend the best computer equipment including hardware, software and services to suit your particular individual need and budget.

Design

Helping you improve the look of your business.

We can assist with developing interactive and eye-catching websites, logos, brochures and much more. We are well experienced and have our clients to attest to our success.

Support

When the computer goes belly up, don't despair!

Many people can solve computer problems, but only ours don't involve a hammer! We can offer the remedies for most computer problems you are having. Our extensive experience lies in Microsoft operating systems, hardware and software as well as peripherals and networking.

Training

Learn how to use your computer and its parts better!

We are able to help you if you strike a coalmine instead of a goldmine! We offer training in all aspects of your computer including but not limited to Microsoft Windows, Microsoft Office and the internet for people of all experience levels and ages.

Read through the next few pages to learn more about our solutions.

www.cyberguru.com.au

Consulting

When you are next looking for your new computer equipment or advice on upgrading existing equipment, talk to us first. We can recommend the best computer equipment including hardware, software and services to suit your particular individual need and budget.

If you make the wrong decision in purchasing computer hardware or software, it can end in disaster; whether in the company you purchased the equipment going bankrupt, or becoming out of date too quickly.

We can stop that happening by suggesting the right computer, hardware and software to buy that will suit your needs. CyberGuru can assist by recommending the right software for you at the right price.

Whether you are looking to buy equipment such as an entire new computer, hardware (such as printers or scanners) or software (such as a word processor, spreadsheet package or desktop publishing program) for your home, school or work, we can help.

Before you go out and purchase what is possibly the third most expensive item in your home, please contact us and we can determine your needs and work out the best deals for you.

www.cyberguru.com.au

Design

Needing to improve the look of your business? CyberGuru can assist with developing interactive and eye-catching websites, logos, brochures and much more. We are well experienced and have our clients to attest to our success.

If you are in need of getting to your target market through design, look no further than CyberGuru. We offer our Design solution for web, print and multimedia.

Web

Many businesses and customers use the internet today to retrieve information, buy and sell products and to offer value-added services on a local, national or an international level. If you don't have a website, you are missing out on a valuable opportunity to build your customer base! CyberGuru is well experienced in designing internet and intranet websites that get attention and fulfil the needs of the client and the visitor. We develop websites to exceed the clients' expectations. We can assist in both production of websites and updating of existing ones. We can also publish your websites through search engines and directories to ensure it gets the publicity it rightly deserves.

Print

Your first impression counts. What your clients and prospective clients first see, whether it is your letterhead or other business document will determine how they feel about your organisation from then on. Your corporate image is likely to be of your clients first impression of your business. By having a consistent, welcoming look and feel, you can ensure that your clients and prospective will be more likely to use you over the "others". CyberGuru specialises in developing corporate image material including templates for use as letterheads, invoices, quotes and other documents. We also can posters, banners, cards and other artwork.

Multimedia

Want an attention-grabbing way to gather your information together? If you are looking for corporate presentations or interactive CDs, look no further than CyberGuru. We are able to assist in the design and construction of corporate training materials, product and service demonstrations and more.

Next time you are looking for a website, corporate image revamp or a new multimedia presentation, please contact us and we will design what you need at a price you can afford. The CyberGuru Portfolio, available on our website, displays some of the website designs we have produced for our clients.

www.cyberguru.com.au

Support

If your computer is starting to slow down to a crawl, or goes completely belly up, call on CyberGuru. Many people can solve computer problems, but only ours don't involve a hammer!

CyberGuru offers the remedies for most computer problems you are having. Our extensive experience lies in Microsoft operating systems, hardware and software as well as peripherals and networking.

If you are having trouble with your computer, or need hardware or software installed or drivers updated, or perhaps you want your computer's hard drive to be in a 'clean state' so you can install that game or application you just purchased, then call on us.

One of our specialities is maintenance on computer systems. That is to install, reinstall, update and patch software to installing and or upgrading operating systems.

We can even speed up the computer, reorganise files and folders, check hard-drives for errors and use optimisation techniques on hard drives and much more.

On top of this, we can help you do all this yourself so you don't need to call us out every time you need to do it! But please, do contact us before you get that hammer out!

www.cyberguru.com.au

Training

Instead of fumbling through a 1000 page manual just to find the keystroke command for copy and pasting, call on us. We able to help you if you strike a coalmine instead of a goldmine! From the beginner to the expert computer user, sometimes we need some extra tuition to learn how to get the job done.

CyberGuru offers training in all aspects of your computer including but not limited to Microsoft Windows, Microsoft Office and the internet for people of all experience levels and ages.

Whether you would just like a refresher course so you can next time remember how to install software on your computer without having to ask your children or need to be taught in-depth about a particular computer program you are trying to use, we would be happy to help! We'll even give you the keystroke for copy and pasting!

So to prevent striking that coalmine, contact us today!

www.cyberguru.com.au

Contact us

Contact us today to find out how CyberGuru can provide award-winning, professional and affordable computer solutions to your small business, not for profit organisation or individually.

p: 0488 80 GURU (4878)

w: www.cyberguru.com.au

e: cyberguru@cyberguru.com.au

www.cyberguru.com.au