

Nu-Life TV Antenna Service

SYNOPSIS

Established in 1981, Nu-Life Pty Ltd has been operating in the Sydney metropolitan area for over thirty years. Our fleet of 20 mobile service vehicles have on-board Satellite Tracking enabling us to operate in a fast and efficient manner throughout greater Sydney, Campbelltown, Penrith and Wollongong. The staff of 45 personnel are well trained and experienced to ensure our clients are provided with a value for money solution that meets their needs and expectations. A tightly controlled installation management scheme is in operation at Nu-Life TV and forms an integral part of the ongoing growth of the past thirty years. The financial position of Nu-Life TV is strong and healthy and has the capacity for further expansion in the Cable/PayTV/Satellite industry.

EXPERIENCE

With over thirty years' experience, Nu-Life TV has developed considerable expertise in domestic and commercial antenna installations. Nu-Life TV has successfully completed major Digital Upgrade Programmes for various NSW Government Departments including Housing NSW High Rise and Low Rise properties. This vast knowledge and experience of giving excellent results, allows Nu-Life TV to provide "A Fast, Efficient and Friendly Service". A fleet of twenty fully stocked mobile units are well equipped to install TV Antennae/Cable/Pay TV/Satellite systems in large housing developments, apartment blocks and townhouses, schools, hotels and motels, clubs, hospitals and volume clients such as electrical contractors and builders. All equipment used in TV Antenna/Cable/PayTV/Satellite installations is of the very best quality, heavy duty, high performance and Australian made wherever possible. To support our Australian Manufacturers Nu-Life TV now provide a full 20 year warranty on all Australian made Antennae.

PLANT

MOBILE UNITS

The company fleet of 20 fully stocked mobile units carry all the necessary parts, accessories and stock sufficient to meet the daily schedule. It is company policy for all mobile units to carry extra materials so that additional customer requests can be met on the job rather than imposing a delay upon them. Extra stock is also carried for emergency work.

Each mobile unit carries a variety of test equipment, including Field Strength Meters and other tools of trade. Each mobile unit is uniformly painted in our corporate colours and sign written with company details and logo.

WORKSHOP

The electronics workshop is fully equipped with state-of-the-art test equipment, including oscilloscopes, sweep generators and various other electronics test equipment including Field Strength Meters and Spectrum Analysers.

WAREHOUSE

The main warehouse is well equipped with stockholdings that are controlled by computerised inventory procedures.

HEAD OFFICE

Head office is based at Oatley in Sydney's south, is fully computerised and is staffed by 10 call centre operators, technical support persons and senior management. The Office is open from 7am-8pm week days and 8am-6pm Saturdays.

PERSONNEL

ADMINISTRATION

- Managing Director
- Installation Co-ordinator
- Service Co-ordinator
- Accountant
- Telephone/Computer Operators - ten personnel

TECHNICAL

- Technical Manager
- Site Supervisor

All technical personnel hold at least one of the following qualifications:

- Electronics & Communication Certificate
- Electronics Trade Certificate
- Foxtel Accreditation
- Digital Reception Technology Certificate III
- ACMA Telecommunications Licence (Cert III)

Nu-Life TV takes pride in their professional approach to customers. Staff do not take things for granted and greet customers in a friendly and "at your service" approach.

All personnel present to clients as neat in appearance, pleasant in disposition and courteous in dialogue with them. Nu-Life TV is a member of various Trade Associations and bodies including ADTIA, CEDIA, AIG and Titab.

MOBILISATION ABILITY

Over the past thirty years, Nu-Life TV has developed a quick-response operational scheme to meet customer needs in the minimum of time. Nu-Life TV has found that when clients ring for an installation, the speed and efficiency in response time is crucial to the subsequent client recommendation and loyalty in the following years.

To minimise time loss and installation delay, Nu-Life TV operates a tightly controlled installation management scheme which has been a major factor to the ongoing success and growth over the past thirty years.

Another major part of this success in management of time. Much can be attributed not only to the quality of communication with installation personnel but also the willingness of all staff to be clear in communication, flexible and efficient in their own daily commitments. For example, it is not unusual for one mobile unit to offer assistance to another when an unexpected delay occurs.

Nu-Life TV personnel appreciate being a part of the decision-making process and work with a minimum of supervision. Due to the progressive nature of the organisation, personnel continually offer suggestions for organisational efficiency and growth without loss to customers in the quality of service and in response time.

The challenge of Smart TV installations is a natural progression to the existing and well established credibility Nu-Life TV has with its clients. All personnel have undergone extensive training in Smart TV technologies and are able to assist our clients in getting the best from this new technology.

SUPPORT RESOURCES

As Sydney's major domestic installation company, Nu-Life TV is a key customer to a large list of suppliers. As such, there will no doubt be some distinct advantages to Cable/Pay TV customers.

These would include up-to-date product range, quality of material, standards of service, and importantly, fast and efficient response time. Not the least would be competitive prices and access to the best of technical support.

Drawing on the extensive experience of thirty years which has culminated into the high daily volume of individual dwelling installations, multiple dwellings units and major projects of the present day, Nu-Life TV can offer all of the following:

- Experience and Expertise
- Trained Personnel
- Technical Support
- High Mobilisation Capacity
- Superior Lines of Product Supply
- Sourcing and Development
- Design and C.A.D. Facilities.

FUTURE

Nu-Life employees have already undergone extensive training in Smart TV and Fibre Optic Technologies in readiness for the NBN rollout. The company will continue to monitor changes in technologies and will ensure suitable training is provided for our personnel in the implementation, maintenance and integration with current equipment, thereby ensuring our clients always have access to the best solution to meet their current and future needs.

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