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### Perth Office Now Open

During July CTI made the big step into the West Australian market. Perth has been on our radar for some time and, with Paul Knight joining us, the office is now up and running.



Our new Perth office.

Our Perth branch offers the full range of products and services currently available on the eastern seaboard, and it's located in Joondalup, a suburb north of the Perth CBD.

Joondalup Business Centre  
15 Barron Parade, Joondalup WA  
Ph: 08 9301 0660, Fax: 08 9301 5770  
Email: [info@cita.net.au](mailto:info@cita.net.au)



### Sydney Training Centre and Showroom

2007 saw us move into the adjoining building as we literally ran out of space! The lower two levels have now been converted into a huge Training Centre and Showroom.

The Training Centre provides the opportunity for our staff to provide clients with formal training or informal briefings on CTI's huge range of products.



The new training centre.



A showcase for our products & services.

The Showroom is a very elegant space with adjoining meeting rooms that are regularly used by contractors and their clients as a place to meet, discuss projects and view CTI products.

If you have any requirements for either training or demonstrations, please contact Lisa MacPherson on 02 9887 1000 or [lisa.macpherson@ctia.net.au](mailto:lisa.macpherson@ctia.net.au) today to arrange a suitable time.

### Service Agreements

IN RESPONSE TO THE HUGE DEMAND FROM OUR CLIENTS ACROSS THE COUNTRY, WE ARE PLEASED TO NOW OFFER SERVICE AGREEMENTS FOR THE ONGOING SUPPORT OF CTI PROJECTS – REGARDLESS OF THEIR SIZE.

To support our Service Agreements we have set-up a dedicated "Assistance Centre" with 1300 telephone access and staff on stand by to jump at a moment's notice.

Of course, maintenance has always been offered by CTI but we now have formalised agreements in place with key performance indicators (KPIs) and guaranteed spares holdings.

If you have a client who requires ongoing support, contact Lisa MacPherson on 02 9887 1000 to discuss the level of service and costing options.

## New Staff

It has been a very busy few months since our last newsletter in March. As well as opening the new Sydney Training and Assistance Centres we have 6 new members of the CTI family!

### BRISBANE:

Chris O'Malley joined us to head up our ever growing Brisbane office. Chris brings many years of knowledge and maintenance experience to CTI. His impact has been immediate, with the branch experiencing great growth.

### PERTH:

Paul Knight has kicked off our Perth branch. Perth is a huge opportunity for CTI and Paul's knowledge of iCONTROL, C-Bus and VIEO, as well as his local industry support, will prove very beneficial.

### CANBERRA:

Andrew McCulloch and Rowena Flynn have bolstered the knowledge and experience of our Canberra crew. Andrew has worked with automation systems for the past 5 years, and Rowena has a sound knowledge of the industry through working with electrical wholesalers.

### NEW SOUTH WALES:

Raffy Khachigian brings our NSW sales team to 4. Raf has an Electrical Engineering background and works as an estimator in the office to support the two Ricks and Mark.

Wayne Richards has been appointed as our new NSW Operations Manager as Donna has moved into the growing "Green Star" area within CTI. Wayne's background in logistics will prove invaluable in this role.

## Green Star... What is Green Star?



green building council australia

Green Star is an Australia-wide voluntary environmental rating system for buildings developed by the Green Building Council of Australia. The rating system encourages the adoption of sustainable building practices during construction as well as refurbishments.

The ratings are based on points gained in the relation to factors such as energy use, building materials, emissions and design. Basically, the more energy, water and waste efficient the building, the higher it's Green Star rating. The rating starts at four "Best Practice" with a maximum of six stars "World Leadership".

Many of the buildings we work on are assessed for Green Star rating upon completion. Some ways CTI can assist clients with the creation of Green Star points include:

- blind controls to reduce glare
- light level sensors and switches to adjust lighting levels
- scheduling the dimming of lights at night
- air conditioning controls using perimeter zones for heat fluxes with individual user control

If you have any questions regarding Green Star, please contact Donna, our Green Star Accredited Professional at our Sydney office on 02 9887 1000 or email [donna.johnstone@ctia.net.au](mailto:donna.johnstone@ctia.net.au)

## Royal Flying Doctor Outback Trek.



Sunny skies and out on the road...

In June CTI sponsored John Cambridge (Barnwell Cambridge) and Richard Foy's, car in the 19<sup>th</sup> Royal Flying Doctor Outback Trek from Mudgee to Fraser Island.

The trek lasted 7 days and travelled by mostly unsealed roads through an area



Five Star - Sleepin' out!

of Australia where there are fewer roads and towns per square kilometre than just about anywhere else on Earth!

John and Richard's car "240V" suffered one broken shock absorber on its way to raising \$14,000.00. Overall the 2008 Trek raised more than \$1 Million dollars for the Royal Flying Doctor Service - a great effort for a great cause.

Well done to all the trekkers!



Finally the finish!

"Tragically Richard Foy passed away on the 5th August. Our thoughts are with his family and friends"

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