



What We Do

Planwell is the leading specialist in IT Service Management solutions in Asia Pacific.

We work with customers to identify the best solutions for their business needs, and assist with implementation, deployment and ongoing management of these solutions.

The Planwell Portfolio of Solutions (below) depicts our 5 step approach to IT Service Management. In each area of the ITIL Framework, we have a multitude of commoditised services and products to deliver the desired solution.



Who We Are

Established in 1991, we have been implementing ITSM solutions since our inception.

We maintain and work with over 200 customers through our 8 offices across 3 countries within the Asia Pacific region.

PROVEN TRACK RECORD

140 successful implementations for ANZ companies in past 5 years

APPROACH

Our methodology has been selected for partnership by most leading solution vendors

DEPTH OF EXPERTISE

120 certified, ITSM solution consultants – more than any other provider in Asia-Pacific

SOLUTIONS FOR EVERY IT SERVICE MANAGEMENT ISSUE

By combining managed services, cultural change, process optimisation and technology

INNOVATION

Industry recognition for award winning solutions and automated ITSM assessments

CUSTOMER SATISFACTION

98% of our customers tell us that we exceed expectations

ACCREDITATIONS

- Australian Government Endorsed Supplier
- ISO9001:2000 Quality Certified Company (Sydney)
- Government approved panel supplier for NSW & Victoria
- Accredited ITIL Training & Examination Capability

What We Believe

Our objective is to become your ITSM partner of choice by consistently delivering value to your organisation based on our Mission and core Values



Our mission is to provide the highest quality, holistic IT Service Management solutions to achieve both efficiency and effectiveness improvements based on an in depth understanding of your needs.



PASSIONATE ABOUT YOUR SUCCESS

- True partnerships built on long term relationships & **loyalty** to your organisation
- **Integral** part of your team.
- **Accountable** and **trustworthy** to deliver value and achieve significant performance improvements.
- 100% **committed** to your success.

CONFIDENT IN OUR ABILITY

- **Innovation** from the quality and leadership qualities within our team
- **Dynamic** methodologies shared and applied using a flexible and hands on approach.
- Consistency with our approach allows us to be **competitive** and confident that we will deliver. In this way we have built a reputation as a **reliable** and enduring partner.
- World class approach based on research, 19 years of **experience** and continuous improvement

PARTNERSHIP

Our **uniqueness** comes from our people and our approach. The solutions we provide contain the right balance of cultural needs with process expertise and technology excellence. Pragmatic solutions that meet and exceed your expectations are delivered through **thought leadership** and a **proactive** approach.

Through consistently delivering in this way we form assertive and valued partnerships with our customers. In turn we are **confident** in our ability to deliver and strive to be **Your ITSM partner of choice**.

AUSTRALIA

Head Office

Level 1, 7-9 Albany St
St Leonards, NSW 2065
P: +61 2 8437 4500
F: +61 2 8437 4555
info@planwell.net
<http://www.planwell.net>

Level 4, 448 St Kilda Rd
Melbourne, VIC 3004
P: +61 3 9223 0200
F: +61 3 9820 9323

Level 8, 138 Albert Street
Brisbane, QLD 4000
Ph: +61 7 3011 6500
Fax: +61 7 3011 6555

Level 11, St George Centre
60 Marcus Clarke Street
Canberra, ACT 2061
Ph: +61 2 6243 3651
Fax: +61 2 8437 4555

Suite 6, 4 Queen Street
Bentley, WA 6102
Ph: +61 2 8437 4500
Fax: +61 2 8437 4555

NEW ZEALAND

Level 1, Korea House
29 Tory Street
Wellington
Ph: +64 4 385 2885
Fax: +64 4 385 2911

329/26 Morningside Drive
Sandringham
Auckland, 1025
Ph: +64 9 550 7562

PHILIPPINES

Level 18, Tower 1
The Enterprise Centre
6766 Ayala Ave,
Cor Paseo de Rosas
Makati City, Manila, 1226
Ph: +63 2 750 7631
Fax: +63 2 750 7630