infracon

Company Profile 2022



What we do:

Technical Consulting

- Design consultation of Integrated systems, BMS, CCTV, Electronic Security, Critical Power management
- Lab testing of integrated systems
- Workflow design and documentation
- Audit and analysis of existing systems

Projects

- Project management of technical infrastructure projects including civil, construction and technical components
- Tender management
- Complete design and construction of technical infrastructure projects from civil to commissioning

Maintenance

- Proactive infrastructure monitoring
- Programmed maintenance services
- Asset performance monitoring
- Asset lifecycle management

Who we are:

Infracon began as a technical consultancy and project management outfit specialising in technical infrastructure projects around building systems, telco infrastructure, critical systems, and plant control.
The demand for these service stemmed from the apparent disconnect between end user requirements and construction specifications.
In today's mechanised and modern, high-tech era many organisations are having to include more and more technical components in their projects to achieve the efficiencies, functionality and manageability required to maintain critical ICT/telecommunications infrasctructure, HVAC, Datacenters and electronic security systems to desired efficiencies and uptimes.
These gaps between requirements and specifications often lead to delays, variations and budget blow outs in many projects.
This is where Infracon comes into the fold, offering client centric design consultation, specification development, project management, UAT and auditing through to full design and construct services and/or full life cycle management including design, construct, and maintenance.
Key areas of expertise include:
- Fibre and microwave telecommunications links, long haul and last mile
- Telecommunications facilities such as towers/masts, huts, satellite earth stations and licensing
- Critical power systems including static and rotary UPS, solar and DC systems, gas, and diesel generation sets, switching and power conditioning systems
- Datacentre capacity planning, design and construction
- Electronic security systems, design and installation, workflow and integration mapping
- Building management and automation system design, implementation and integration

Our capabilities:

Facilities - We operate Office/workshops in both Port Moresby and SE QLD where we perform repairs and testing on equipment including integration and interoperability evaluation.
This also includes lab environments where we can simulate client systems to test and validate software updates and config changes prior to being deployed on live systems along with perform internal training.

Key personnel - Our team is built around a diverse range of skills and experience, with each team member pursuing areas of interest to specialise in and hone their skills. They then become the team lead within this specialisation and the source of knowledge transfer for our team and our client representatives.

- **Iamo Ralai** – Technical operations manager: Coming from an industrial electrical background Iamo specialises in BMS and EACS hardware systems, UPS, VSD and ATS programming and commissioning along with overseeing day to day in country operations of “Infracon Pacific”.
- **Trent Pomoso** – EACS and BMS field technician and ELV specialist, having recently graduated as an electrical engineer Trent is applying his knowledge learnt across a broad range of ELV projects and systems.
- **Stevenson Koreo** – Coming from an IT background Stevenson has found his niche as an accomplished IP CCTV technician having a range of experience with i-Pro/Panasonic, Avigilon, Axis, Hanwha cameras along with Milestone X-Protect and Video Insight VMS systems.
- **Ben Muller** – Electronics Engineer and software specialist, Ben specialises in electronic control systems and software supervisory platforms, Ben is our primary high level Gallagher integrator and programmer.
- **Nelson Tangabi** – Network engineer and group country manager, Nelson specialises in wireless communications and has a particular depth of knowledge in Cambium, Cisco, VMware and Fortigate systems.
- **Dominic Kalua** – Lae operations manager and senior field engineer comes from an ISP networks background but is heavily involved in software programming and IO troubleshooting.
- **Michael Coates** – BMS engineer and project manager
- **Craig Sargent** – Project manager, documentation specialist and QA control
- **Leilani Drukens** – Contract admin and SLA control
- **Craig Newton –** Solutions architect and group General Manager

Incident management and escalation: Our Helpdesk and service management portal is fully integrated and is supported by our 24/7 GNOC based in QLD which generate incident tickets, assign service technicians and triage to our on-call technicians when required.
In Port Moresby a rotation of two after hours technicians on call along with a single service technician on call in Lae. If an emergency callout is triaged to a Lae on call technician a Port Moresby based technician will be on standby to assist.
Maintenance contracts with SLA's have the SLA parameters mapped into the management portal for reporting and analysis purposes.

Partnerships:

Infracon's partner list and vendor certifications within our in-house talent pool provides a unique skillset that encompasses the full spectrum of electronic security and building systems including:

- Cisco Certified Network Administrator
- VMware Certified Professional
- Gallagher Certified Access Integrator
- Milestone MCIE and MCDE
- Interlogix VAR – Pacific Region
- Schneider EcoExpert Partner
- Jacques Accredited Technician
- Axis Channel Partner
- i-Pro Solutions Partner
- APC Select Partner
- Gunnebo Service Partner – Pacific Region b
- InnerRange Certified Integrity Technician
- HPE Partner
- ComAp Integration partner
- Eaton UPS service agent and DC systems integrator
- Cambium WISP partner and certified engineer
- Automated Logic Controls solutions partner
- Danfoss/VACON service agent
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Technical Infrastructure services

Papua New Guinea:
Level 3, Newcrest Haus, Hunter Street
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