



ABN: 25895519527

5 / 486 The Esplanade, Torquay, Hervey Bay, Qld 4655
46 Nathan Street, Vincent, Qld 4814

www.masterlinkcomputers.com.au – manager@masterlinkcomputers.com.au

07 41255077 – 04 47805367

COMPANY PROFILE

Overview:

Masterlink started over 30 years ago and now employs 6 qualified technicians, including a technician in Townsville. Our service area is the "Fraser Coast" from Gympie to Bundaberg extending inland to the Mundubbera/Gayndah area and encompassing Maryborough, although we do occasionally service clients further afield. Between our technicians we hold Microsoft Certification. Our "White Cards" and a security licence allow us to attend construction sites, which is an important aspect of the work we do, in addition to installing antennas, audio/visual equipment, security equipment and of course computers and networks.

Our technicians understand the importance of H&S procedures and always adhere to "best practice". As we already do contract work for companies like Innovateq, the DrGroup and Engagis, we have experience in contracting to Industry Service Providers.

About Us, Our Story and Our Beginning:

Over 30 years ago Steve Grainger founded the company in premises on the corner of Bideford and Freshwater Streets, Hervey Bay, Queensland. Back then Masterlink only sold gaming software; however it soon became apparent, that to successfully sell software, you also needed to provide appropriate hardware. At that time, computers were in their infancy and our customers soon sought technical advice and assistance. Once Masterlink's first full time technician was employed the company had achieved its own momentum, growing in leaps and bounds from year to year.

It soon became apparent that more space was needed, so after just 12 short months new premises were purchased and the store relocated to its present location at shop 5, 486 The Esplanade. Extra services and products were soon added in response to the ever increasing tourism market and population of Hervey Bay. An internet cafe, equipment hire such as a data projector and onsite technical support for residential and business customers to name but a few.

Often we don't realise how quickly things change! It's shocking to consider that in 1995 a 286-16 computer with a star printer would cost you \$2499. To look at Masterlink Computers today with its bright modern interior, highly qualified staff and full range of products and services. You would understand our amazement as we thumbed through our album. But changed as it has, Masterlink has a long way to go yet. We are introducing a raft of innovative ideas, products and services – while keeping true to our mission statement.

Our Mission Statement:

Our Mission Statement is simple “To provide good old fashioned service – with a smile!”.

Our Vision Statement:

If building on our reputation, clients come to us knowing they will get a good deal, genuine accurate advice and quality products from a team of trained professionals. Then we have achieved our Vision.

Our Team

We're proud of the highly motivated *and* qualified team we have working at Masterlink Computers. Let us introduce them to you!



[Michael – Owner / Manager – Urangan](#)

Looking after the various operations of the company and works out of our Urangan workshop, which specialises in projects, websites and overflow from the Hervey Bay workshop.



[Trish – Owner / Accounts – Torquay](#)

Overseeing administration and also looks after the shop front at our Torquay store.



[Rhianne – PA / Administration – Urangan](#)

Taking care of the mountains of paperwork dished out by government departments, which includes training and compliancy.



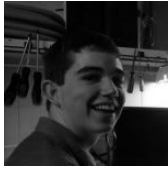
[Clint – Field Technician – Maryborough](#)

Working out of our Maryborough office, Clint's primary role is field support for Maryborough and Hervey Bay.



[Derek – Network Technician – Townsville](#)

Our Senior Technician who fronts our Townsville office. Derek's primary role includes server and network maintenance, cloud services and backup support for Hervey Bay.



Bailey – Support Technician – Torquay

Assisting in our Torquay Workshop and On-Site technical call-outs.



Ben – 2IC / Technical Services – Torquay

Heading up our Torquay workshop, and acting as “Second In Charge” standing in for the manager (Michael), on the few occasions he gets a holiday.

Our Product / Services

Sales: Our Esplanade store carries computer components from power supplies, cases, cables. If you’re building a computer or just need to repair one, we’ll have the part or can source it for you.

Repairs: Masterlink operates a “**Help Desk**” for all customers and offers customised **remote support** for company clients. Field Technicians will **come to you**, anywhere, anytime. Or you can **visit our modern workshop**. We also offer a “**while you wait**” counter service for small jobs.

Cloud Services: Office 365 sales and configuration, including OneDrive for small companies to large enterprise. Domain sales, web design with SEO analytics and hosting also offered. Our desktop SMS system can save time and improve efficiency.

Hire: Data Projector and Screen available. Masterlink will also hire laptops, computers and even servers, routers and switches etc. If you have been struck by natural disaster, breakdown or theft.

Backup: Small backup solutions and advice from a single USB stick to off-site solutions that will get you up and running within minutes either from a cloud server or on-site virtual server.

Auditing: Have your I.T. Systems professionally audited to find cost savings, security risks, upgrade options and identify maintenance issues.

Wifi Hotspots: Scaled from small motels to clubs and public spaces. Masterlink also installs **Wireless Bridges** to extend our network to different locations. Bridge over carparks, roads even lakes. Our systems come with a fully managed option.

Internet: We can organise your internet connection, including phones. If you want to **recharge a pre-paid internet or phone** connection, then we can do that to. We can even help if you live in a remote area.

Software: We not only sell and resolve software issues, but can source the software you need. We even do some really cool things like customising invoice templates. We specialise in Not-for-Profit pricing and if you’re after a database... we can do that too.

Installations: Digital Signage, tv’s, audio visual equipment, computers, racking, overhead projectors, security cameras, wifi hotspots.

Cabling: Cables made to measure, network cable installations, hard to source cables.

Servers: Server installs including virtualisation, maintenance, design and repair.