



HILLSTM Technical Services

CAPABILITY STATEMENT

COMPANY SUMMARY

Hills Technical Services has been setting the benchmark in the Technician Management space for the past two decades.

Australia & New Zealand Wide

Commercial, Domestic & Government

700,000+ Work Orders

450,000+ Unique Jobs

650+ Technicians

Iconically Australian

Publicly Listed Since 1958



CORE COMPETENCIES

Hills Technical Services are centered around the principles of task automation, workforce facilitation & customer satisfaction.

Experienced Staff & Contractors

We have a wide range of deeply experienced & engaged staff working on large scale national infrastructure projects, through to small bespoke projects. Our team are highly engaged with our customers, clients & technicians. We ensure our national coverage of quality technicians have the right training & accreditations to perform the work required at the highest standards.

Our Performance

With our high performing team & result driven workflows ensuring we get it right first time, Hills are recognised as the leading Delivery Partner in the roll out of the NBN Fixed Wireless platform across Australia.

Automated end to end Work Order Management

Our sophisticated in house systems automate your work order from order receipt through to scheduling, routing, pre-calling customers, on the day appointment management, logistics, financials & document collection. This is backed by our mobile app which guides our technicians through each job to produce the correct result.

Full Back Office Support & Work management Centre

We are always here to support you, whenever you need. Our internal staff cover recruitment, onboarding & training of new technicians, supply chain & logistics functions, all finance, & internal IT Development team & an experienced Work Management Centre team.

Zero Harm Safety Culture – Safety is our Priority

Our safety culture is the number one priority for all staff & workers at Hills Technical Services. We take pride in our strict mandatory WHS processes & procedures where compliance is ensured & captured through our mobile application. Hills Technical Services recently won a client recognition award for achieving 1000+ days without a lost time injury (LTI).

DIFFERENTIATORS

What sets Hills Technical Services apart from others.

Full national coverage, including metropolitan, regional & remote areas & offshore islands.

Ability to supply & manage technical staff for any type of application while adapting to clients requirements.

Industry leading Work Management Centre Operations team with an incredible depth of knowledge & experience.

Full range of technician management services, including recruitment, installation, assurance / service, relocation, removal & reconfiguration.

Customised, automated & fully configured IT systems, installer applications & reporting. Developed & configured in house.

A strong Health & Safety focus with more than 2000 days since the last employee lost time injury (LTI) & more than 1000 days since the last sub-contractor lost time injury (LTI).



PROJECTS

Hills Technical Services have a proven track record!

Foxtel Contract

Digital TV Switch Project

NBN Fixed Wireless Roll Out

NBN Satellite Roll Out

NBN HFC Roll Out

NBN Fibre Roll Out

NBN Solar Trial



ACCREDITATIONS

Hills Technical Services have you covered.

- ISO 9001:2015 Certified - Quality
- ISO 14001:2015 Certified - Environment
- ISO 45001:2018 Certified - Safety
- Asbestos Licensed
- Contractor Safety Award



Contact Hills Technical Services now on [✉ hillstrak@hills.com.au](mailto:hillstrak@hills.com.au) to learn more about how we can assist your company today!

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YOU CAN RELY ON HILLS

HILLS™ Technical Services