



# HILLS<sup>TM</sup> 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 [✉ enquiries.hts@hills.com.au](mailto:enquiries.hts@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