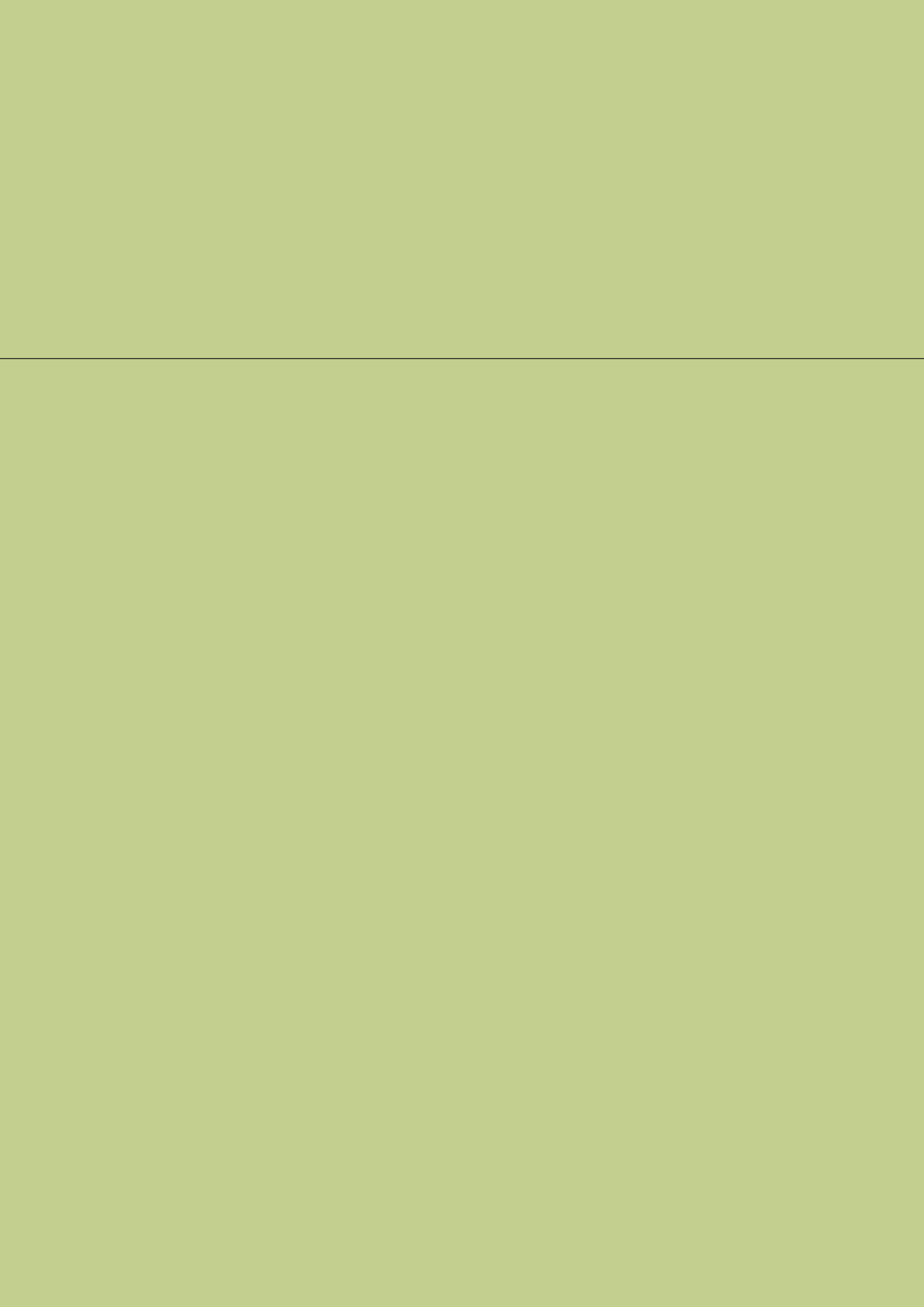


ENEX TESTLAB

# GENERAL CAPABILITY STATEMENT

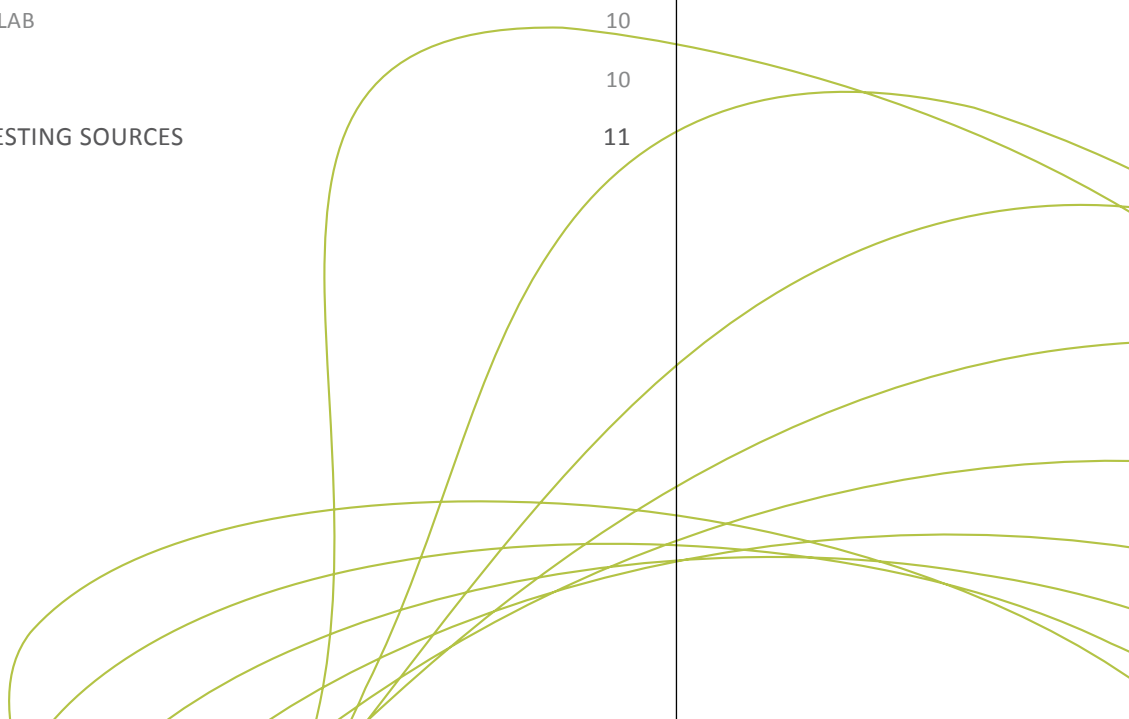
testlab  
an enex enterprise





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Enex TestLab has achieved an enviable reputation drawing on decades of independent ICT product testing.

### Who we are

Enex TestLab was founded in 1989, originally as part of RMIT University, Melbourne, Australia, and has now grown into a commercial testing facility unparalleled anywhere in the world.

With a team of highly qualified, innovative and experienced staff we have undertaken testing for some of the world's leading names, saving them millions of dollars in the process.

### What we do

Enex TestLab provides robust, rigorous, scientific and independent testing and reporting services to significantly lower our clients' risk and maximise return on investment when researching, developing, marketing, or introducing technology products.

Our ICT hardware, software and systems testing services include product testing, product comparison, evaluation and benchmarking, technology development advice and assistance.

Enex TestLab has eight specialist delivery groups within the organisation, that provide consultancy, testing and reporting services on their particular area of expertise;

ICT Hardware

ICT Software

ICT Systems

ICT & Information Systems (IS) Security

Usability and Accessibility

Gaming

Physical

Publishing Media & Communications

### Our vision

Enex TestLab aims to deliver robust, reliable and rigorous testing services and products globally as the worlds most respected international, independent testing institution.

### International

Cementing a significant presence in international markets. Enex TestLab is continuing our business development initiatives, expanding sales offices and labs, in strategic global locations.

### Quality Accreditation

Enex TestLab is committed to a continual quality improvement model. Enex TestLab already maintains ISO 9001:2000 certification and ISO 17025:2005 accreditation.

### Product Development

Enex TestLab continues to develop innovative ICT testing products (such as eMetric) leveraging our experience, resources and infrastructure.

### Brand

Enex TestLab will capitalise on our reputation, expertise and quality to support our geographical expansion, optimise new markets and grow industry recognition in line with our vision to be the single most respected independent testing authority.

### Social Responsibility

Enex TestLab also supports wider social benefits delivered through projects such as public independent broadband testing.

Enex TestLab is involved in minimising the risk of failure in public ICT procurement contracts and future government technology investments, as well as improving and monitoring accessibility and usability of technologies for the disabled and disadvantaged.

# services

## Services

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Enex TestLab's comprehensive independent testing services embrace all ICT hardware, software and systems, including comparative benchmarking, usability, accessibility, functionality, security and even physical materials testing.

With decades of testing experience, Enex TestLab has an accomplished history, scientifically testing what is an enviable list of technologies. This includes consumer products such as mobile phones, laptops and desktops, flat screen monitors, digital cameras, DVD players and burners, set top boxes, speakers, amplifiers, headsets, printers, PDAs and smartphones, as well as specific componentry such as mainboards, processors, network and video cards, memory technologies, hard disk drives, optical drives, input devices, power supplies, chassis air ventilation and heat dissipation and many, many more.

Enterprise level and carrier grade hardware including technology such as firewalls, packet shapers, network switches and routers, VoIP technologies, servers, projectors, uninterruptible power supplies, KVM switches, plasma displays, mono and colour laser printers and multifunction devices to name a few., have come under Enex TestLab's expert scrutiny.

We test point of sale (POS), supply chain and warehousing system RFID technologies. Enex TestLab has also tested consumables such as inks and toners as well as photographic and archival level papers.

Enex TestLab has a long list of software tests. This includes operating systems, standard desktop applications and office products, a full range of web browsers, IT management suites, network management systems, project management tools, content management tools, relationship management applications, billing systems, mobile software, design suites, publishing suites, databases, front ends, back ends and middleware; not to mention any number of custom designed applications ranging from the smallest web based application to custom developed enterprise software for individual clients.

Testing has not been confined to mainstream vendors. We commonly test on Apple and Sun platforms as well as on Solaris, MacOS, and Linux operating systems.

Enex TestLab also specialise in testing complete systems, processes and services that underpin investments worth hundreds of millions of dollars.

# services

Examples of these systems include the most comprehensive ongoing independent broadband internet test undertaken, wireless technologies (from consumer through to carrier grade), ground breaking antivirus, antispam and antispymware testing, network optimisation, internet content filtering, RFID technology, ICT security systems, not to mention the design/build of physical test equipment specifically for the purpose of ensuring repeatable precision testing.

We have tested a wide range of websites and software for defects, for usability and for accessibility. From eLearning packages to online gambling sites and in-car systems, Enex TestLab has demonstrated benefits to our customer in every example.

Our reputation and service even reaches beyond ICT. Enex TestLab has been commissioned to test international passports, crayons, chairs and other office products. We apply the same patient rigor and careful methodology to these products as we would to any other.

For every single one of the products and technologies tested, Enex TestLab develops a reliable, robust and repeatable methodology that accurately tests the product against clearly defined criteria.

EnexTestLab has years of experience developing user-oriented test methodologies. Before our engineers even lay pen to paper, stakeholder interviews and tests are performed ensuring our customers are delivered the tools, and reports, they require in a user friendly way.

Enex TestLab's services are offered across a wide range of vertical markets. Separate capability statements are available for:

- Publishing testing and content creation
- ICT Procurement testing and reporting
- Hardware testing
- Software testing
- Usability and accessibility testing
- Systems testing
- eMetric test suite
- Information security testing

# products



## Enex TestLab Products

Enex TestLab has developed its own array of products specifically to support testing:

**eMetric** – eMetric is a suite of software products that provide a window to network performance metrics from a users perspective. Key metrics such as web page response times, connection performance, latency and availability can be monitored 24 hours a day, 7 days a week enabling real time analysis, alerts, and reporting. (See [www.emetric.com.au](http://www.emetric.com.au))

**Software Testing Training** – Development of software is a complex task and has a high probability of errors creeping in. Through iterative cycles of testing, issues and their resolution can be identified, so errors and the associated risk can progressively be reduced. And even if all errors in a software product could be identified and removed, the actual requirements for the product may be incorrect through mistakes in the requirements generation stage or through incorrect implementation in the programming. We provide a range of specialised software testing training services that will reduce the costly errors in a software product. These include training on:

- Functionality testing to ensure that the product meets functional specification.
- Compatibility testing to ensure that the product runs on the range of platforms, operating systems and browsers required.

- Performance testing to ensure that the performance of the software product is adequate for its intended purpose.
- Maintenance testing to ensure that the product (especially websites) continues to perform as expected and that all content and external references (links) exist and are current/accurate.

**Custom physical testing products** – Enex TestLab has designed and manufactured testing products that include:

- Environmental chamber for testing products under controlled situations (humidity, temperature).
- Cable tester for scientifically accelerated testing of cables to breakage over time in a simulated environment (i.e. POS terminal handset cables).
- Writing implement tester, tests against International Standards for writing implements.
- Passport testing machines, tests passports physically for wear characteristics such as page turning, rubbing and also accuracy of design.
- Unique and one off test-rigs designed to scientifically, and reproducibly test products in a physically controlled destructive situation. In most cases up to, (and potentially beyond), international, military or client standards.

### Quality, Endorsed Supplier Status & Professional Memberships

Enex TestLab has achieved an enviable reputation drawing on decades of independent ICT product testing. We fiercely protect our reputation by maintaining rigorous and ongoing high-quality procedures.

As part of our effort we remain ISO endorsed and active within various associations.

Enex TestLab is an ISO 9001:2000 quality controlled company dedicated to continual improvement of its business systems and procedures. Enex TestLab also holds ISO 17025:2005 test specific accreditation demanding exceptionally rigorous testing methodology and procedures that few IT testing organisations world wide are able to provide.

Enex TestLab is an Australian Government Endorsed Supplier and is a member of the Victorian, New South Wales and Queensland tender panels.

International Memberships are held with Organisations such as, Information Systems Audit and Control Association (ISACA), Information Systems Security Association (ISSA). Australian memberships include the Internet Industry Association (IIA), Australian Information Security Association (AISA) and the RFID Association of Australia.

Enex has also founded the Australian Smart Technologies Cluster.

## international



### Geographic Locations

Enex TestLab has Australian offices in Melbourne, Canberra and Sydney and international offices in the UK and China. Dedicated custom testing lab facilities and equipment are located in Melbourne with further lab facilities in Sydney. Further offices and Labs are planned Asia, UK and US.

Enex TestLab is not restrained by geographical factors and has successfully performed work for many clients in Australia, the US, Singapore, Japan, China and the UK.

## the team

### People

*Enex TestLab employs a team of highly technical, qualified and experienced full time staff.*

This is complemented by a number of contracted specialists enabling us to perform as a world class testing organisation.

Enex TestLab has resources and links into several national and international universities. Our heritage is also university based and our lab remains located within RMIT University (Royal Melbourne Institute of Technology).



## Projects

Some examples of recent projects are provided below.

Publishing, since 1992 Enex TestLab has consistently produced at least three independent monthly comparative product tests and reviews for publication in various IT magazines such as PC World, PC Magazine, ROAM magazine, Technology & Business magazine and CNET, ZDNet online.

Victoria Police contracted Enex TestLab to provide extensive functional testing of its Traffic Incident System (TIS); this involved both automated and manual testing and was conducted over a period of five months. This hugely complex application was the product of fifteen developers working for twelve months. Enex TestLab was able to recommend where and how their investment should be amended, with dramatic savings and functional improvements.

Enex TestLab has recent project experience with wireless network system performance assessment for Coles Myer Limited (CML) testing its new wireless warehouse system. This included designing detailed test plans and subsequent execution over an extended period.

Testing included interoperability of individual wireless delivery components, (to ensure no single vendor lock-in), authenticated roaming across multiple access points at up to 25km/h for forklift mounted terminals.

Enex TestLab has designed and commissioned a test facility for the Department of Communications, Information Technology and the Arts to monitor the broadband performance of registered providers for the High Bandwidth Incentive Scheme (HiBIS) as well as Broadband Connect (BC) and Metropolitan Broadband Connect (MBC). This has enabled us to perform similar contracts/projects with Department of Health and Ageing and the Australian Communications and Media Authority (ACMA) and the Department of Broadband, Communications and the Digital Economy. These tools remotely test broadband users internet performance (both upstream and down) as well as testing for latency and availability of the networks. In addition to the testing facility, Enex TestLab has the resources to provide an expert technical advisory role on these projects enabling our customer to remain neutral. Enex TestLab can independently liaise with each stakeholder in the project delivery.

Enex TestLab also performs work for clients such as the Victorian Department of Infrastructure Whole of Government and NSW Department of Commerce Whole of Government technology contracts procurement sections, NSW Police, Victorian Department of Education and Training and Coles Myer, testing, assessing and reporting on short listed tenders for products such as printers, multifunction devices (MFDs), notebooks, desktops, servers, un-interruptible power supplies (UPS), network switches, wireless access infrastructure, anti-virus software and many more, enabling every client to significantly reduce their risk and save money.

Enex TestLab's recent work with the NSW Department of Environment involved the validation of its "information architecture design" for the redeveloped internet and intranet sites. A user based usability testing methodology was employed in which "wire frame" prototypes of typical screens were tested with actual site users to ensure the usability and effectiveness of the information architecture, site navigation and key site functionality. Testing was conducted in a variety of urban and regional sites.

# benefits enex testlab



## Ten Key Benefits

Ten key benefits that any client derives by using Enex TestLab as an independent, trusted, reputable third party to perform testing for their project are:

- 1. Integrity and Independence**

We are fiercely proud of the independent ICT testing services Enex TestLab has provided since 1989. Our integrity, quality and commitment make us the most respected and authoritative facility in the world.
- 2. Accuracy**

Strict adherence to quality control procedures combined with a wealth of qualified experience ensures all our comprehensive test methodologies are accurate and focused.
- 3. Reliability**

Enex TestLab's experience combined with quality control ensure that all projects are delivered on time and that results and reports can be relied upon.  
Major decisions are based on our test results and reports, including several hundred million dollars worth of procurement contracts.
- 4. Experience**

The lab was established in 1989 within RMIT University. Hundreds and hundreds of projects, thousands of pages of test results and millions of words have been produced. Many original staff still work within the enterprise. Strategic relationships with other national and international universities provide bridges into state-of-the-art research and development projects, each of which are driven by leading academics. All of these factors add to the wealth of experience the Enex TestLab has acquired since the 1980s.
- 5. Relationships & Partnerships**

Enex TestLab business development staff, management, test engineers and sales specialists are all focussed on maintaining not only client relationships but strategic relationships with other testing institutions, universities, professional associations and our associate partners throughout the world.

# benefits enex testlab

## End-to-End Solutions

From the commencement of a client project to a successful conclusion, throughout a project's deliverable lifecycle there are a number of areas where Enex TestLab can deliver expert services. Contact us before your next project commences to discuss the areas in which we can assist in lowering your risks and increasing the project value.

## Return on Investment

How much does a failed ICT project cost?  
What are the financial implications of a faulty product rollout?  
What hidden costs are there in procuring the wrong equipment?

Enex TestLab can deliver return on investment by reducing the risks associated with project failures, faulty products or misguided research and development by providing detailed tests and reports enabling informed, accurate and correct product procurement decisions to be made (as well as improving the user experience and acceptance through more user centred design and user focus groups).

## Quality

Enex TestLab is ISO9001:2000 quality certified enterprise, and an ISO 17025:2005 accredited test facility. These accreditations stand as testimony to the dedication that Enex TestLab has to quality control and the process of continual quality system improvement.

## International Lab

Enex TestLab delivers products and services internationally, as well as maintaining strategic international relationships and representation. Enex TestLab has a global testing and consultancy focus enabling project delivery worldwide.

## Lower Risk

One of the benefits frequently identified by clients is that the experienced independent testing, consulting and reporting performed by Enex TestLab reduces their risk at every level.

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# service matrix

Service Matrix of testing sources

	“Self “ Testing	In-house Testers	Individual Specialists	Enex TestLab
Integrity	?	?	?	✓
Independence	X	X	✓	✓
Accuracy in testing	X	?	?	✓
Reliability in testing	X	?	?	✓
Deadline reliability	?	?	?	✓
Experienced reporting	X	✓	✓	✓
Experienced testing	X	✓	✓	✓
Real world testing	X	X	?	✓
Vendor relationships	X	X	X	✓
Technical expertise	?	?	?	✓
End-to-end delivery	✓	X	X	✓
Return on investment	X	?	?	✓
Quality controlled	?	?	?	✓
International benefits	X	X	?	✓
Simple for Stakeholders	X	X	?	✓

Fig 1. Shows the relationship between project testing sources and the service/benefits to stakeholders. Based on years of experience with ICT project testing by Enex TestLab.



**Website:**

[www.testlab.com.au](http://www.testlab.com.au)

**Australia Wide**

1300 662 592

[enquiries@testlab.com.au](mailto:enquiries@testlab.com.au)

**VIC**

+61 3 9436 7454

**ACT**

+61 2 6100 8332

**NSW**

+61 2 8920 3882

**HK/CN**

+852 8125 2550

**US**

+1 408 512 2038

**UK**

+44 20 8123 2329

