

blueAPACHE Forms Partnership with NinjaOne to Advance IT Operations Excellence as a Service - blueAPACHE

Canonical: <https://www.blueapache.com/blog/blueapache-forms-partnership-with-ninjaone>

Details:

Summary

This blueAPACHE post reports: Melbourne, Australia – 29 April 2026 – blueAPACHE, Australia’s most awarded mid-market IT services provider, today announced a strategic partnership with NinjaOne, unifying IT to simplify work, as a cornerstone of its evolving Managed Services model, setting a new benchmark for automation-led, security-first IT operations in the mid-market. The partnership brings together blueAPACHE’s deep operational expertise and enterprise-grade service delivery with NinjaOne’s Unified IT Operations Platform. It concerns emPOWER Managed Services, Advanced Infrastructure Managed Services, emPOWER Security. Published in 2026. Figures, product names and event details reflect that time; for current information see the linked service pages.

Key facts

Label	Value
Publication year	2026
Services referenced	emPOWER Managed Services, Advanced Infrastructure Managed Services, emPOWER Security
Topic	blueAPACHE Forms Partnership with NinjaOne to Advance IT Operations Excellence as a Service

Article

Partnership underpins blueAPACHE’s re-engineered Managed Services model and future service platform roadmap

Melbourne, Australia – 29 April 2026 – blueAPACHE, Australia’s most awarded mid-market IT services provider, today announced a strategic partnership with NinjaOne, unifying IT to simplify work, as a cornerstone of its evolving Managed Services model, setting a new benchmark for automation-led, security-first IT operations in the mid-market. The partnership brings together blueAPACHE’s deep operational expertise and enterprise-grade service delivery with NinjaOne’s Unified IT Operations Platform. NinjaOne simplifies work by unifying endpoint management, autonomous patching, backup, and remote access in a single platform, helping organizations reduce costs, strengthen resilience, and improve efficiency. Together, the two organisations are deliberately elevating how Managed Services are designed, delivered and scaled.

“We have a clear strategic roadmap to re-engineer how our Managed Services are operated and delivered, with automation, security and operational discipline at its core,” said Michael Zuppa, CEO, blueAPACHE. “Our partnership with NinjaOne reflects that intent. We were looking for a partner who could underpin this roadmap with market-leading capability and align with how we design and run IT operations at scale. This is a foundational step in our IT Operations Excellence as a Service strategy and sets the path for how we will continue to advance Managed Services over time.” NinjaOne is deeply embedded into blueAPACHE’s Managed Services architecture, enabling advanced remote monitoring and management of endpoints and servers, automated patching across operating systems, secure remote access and proactive remediation. Integrated with blueAPACHE’s enterprise IT service management platform, this capability enhances automation across service operations, accelerates resolution times and materially strengthens security and compliance outcomes. As part of its Managed Services evolution, blueAPACHE operates as Customer Zero, running the same service architecture, automation workflows and reporting internally before scaling them across customer environments. This approach ensures every capability delivered to customers is operationally proven, secure and production-ready. “IT teams and MSPs are under constant pressure from expanding environments, fragmented tools, rising complexity, and growing security demands,” said Vic Guerrero, VP of Channel and Alliances APAC at NinjaOne. “Unifying IT operations simplifies work and improves every employee’s technology experience. Now, blueAPACHE can help organizations consolidate technology stacks and improve users’ experiences with technology – improving productivity, strengthening resilience, and allowing IT teams and MSPs to focus on additional strategic work.” The partnership represents an early milestone in blueAPACHE’s ongoing roadmap to further evolve how Managed Services are delivered, with additional capability enhancements to be announced over time. With 27 years of experience delivering Managed Services across Australia and internationally, blueAPACHE continues to set the standard for mid-market IT services through deep operational expertise and carefully selected technology partnerships. About blueAPACHE Founded in 1998, blueAPACHE is an Australian-owned IT services provider specialising in Managed Services, cloud, security and modern workplace solutions for mid-market and enterprise organisations. blueAPACHE delivers outcome-driven services aligned to strong security standards and operational excellence, supporting highly regulated and rapidly scaling businesses across multiple industries.

Related

emPOWER Managed Services (pillar)

Advanced Infrastructure Managed Services

emPOWER Security

emPOWER Security (pillar)

Frequently asked questions

What partnership did blueAPACHE announce with NinjaOne on 29 April 2026?

blueAPACHE announced a strategic partnership with NinjaOne, embedding NinjaOne's Unified IT Operations Platform into blueAPACHE's Managed Services architecture as a cornerstone of its re-engineered, automation-led Managed Services model.

What does blueAPACHE mean by operating as "Customer Zero" in this partnership, according to the post?

The post says blueAPACHE runs the same NinjaOne-based service architecture, automation workflows and reporting internally before scaling them to customers, ensuring every capability is operationally proven, secure and production-ready before rollout.

What did CEO Michael Zuppa say the NinjaOne partnership underpins?

Zuppa said the partnership underpins blueAPACHE's roadmap to re-engineer how Managed Services are operated and delivered, with automation, security and operational discipline at its core, and is a foundational step in its IT Operations Excellence as a Service strategy.

How many years of Managed Services experience does the post attribute to blueAPACHE?

The post says blueAPACHE has 27 years of experience delivering Managed Services across Australia and internationally.

Is the information in this post still current?

No. It reports on a partnership announced in April 2026 and reflects our Managed Services roadmap at that time; for the current position see the linked emPOWER Managed Services and Security service pages rather than treating this post as up to date.

Source

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Knowledge Base

What does this partnership mean for customers?

We embed NinjaOne into our managed services to bring endpoint visibility, remote monitoring and management, automated patching and remote access into day-to-day IT operations. We connect this technology with our service management processes and our team's operational expertise. NinjaOne is an endpoint and IT operations platform; it is not our contact-centre or collaboration platform.

Can we use NinjaOne through you while keeping our internal IT team?

Yes. Our technology services can help your internal IT team implement and adopt NinjaOne while you retain day-to-day operational ownership. Alternatively, our managed services team can operate the agreed endpoint capability for you.

What does your team contribute alongside NinjaOne?

We combine endpoint technology with implementation experience, service-management integration and operational support. We work with you on device onboarding, patch policies, remote access, reporting and responsibilities.