Contact us | IT Support & Technology Services - blueAPACHE

Canonical: https://www.blueapache.com/contact

Details:

Summary

Use the contact options below for sales, support, office and privacy enquiries. General enquiries go to 1300 135 548 (Australia) or +61 3 8696 9369 (international); the Australian office line, also published as the sales number, is 1800 248 749 , with sales@blueapache.com . Existing managed services customers use the Service Desk on 1300 135 548 or +61 3 8696 9369 (option 2), support@blueapache.com or the emPOWER client portal. Office addresses for Melbourne, Sydney, Brisbane, Miami and London are given in full. Use the published support channels for urgent incidents and confirm the arrangements in your service agreement.

Key facts

Label	Value
Australia, general enquiries and support	1300 135 548
Australia, office line and sales	1800 248 749
International	+61 3 8696 9369
United States	+1 888 740 5905
Sales email	sales@blueapache.com
Support email (registered managed services customers)	support@blueapache.com
Brand guideline enquiries	marketing@blueapache.com , as listed in the brand guidelines
Privacy Officer	By post: Privacy Officer, blueAPACHE, Level 21, 242 Exhibition Street, Melbourne VIC 3000, as listed in the privacy policy
Client portal	Use the Client Portal link on our Support page and your existing login details
Website	www.blueapache.com
Legal entity	BLUE APACHE PTY LTD, ABN 82 083 664 224

Which channel for which purpose

If you want to	Use

Ask about services or pricing as a prospective customer	1800 248 749 , or sales@blueapache.com
Make a general enquiry when you are not sure who you need	1300 135 548 (Australia) or +61 3 8696 9369
Raise an incident as an existing managed services customer	1300 135 548 or +61 3 8696 9369 , option 2; support@blueapache.com ; or the client portal
Reach a specific Australian office	1800 248 749
Call from outside Australia	+61 3 8696 9369
Call from the United States	+1 888 740 5905
Ask a privacy question or make a privacy complaint	The Privacy Officer, in writing, at Level 21, 242 Exhibition Street, Melbourne VIC 3000
Raise a contractual dispute	The clause 26 process in the General Terms and Conditions, starting with a written Dispute Notice
Ask about brand guidelines	marketing@blueapache.com
Buy hardware or licensing	The procurement service and its client purchasing portal
Register for an event	The registration form on the relevant event page

Contact points by region

For the Service Desk, existing customers can call 1300 135 548 in Australia or +61 3 8696 9369 internationally and select option 2 during their agreed support hours. Registered managed-service customers can email support@blueapache.com . Sales enquiries can use sales@blueapache.com .

International. Call +61 3 8696 9369 from anywhere.

United States. Call +1 888 740 5905 . Office: 382 NE 191st Street, Miami, Florida.

United Kingdom. Office: 128 City Road, London EC1V 2NX. For an international enquiry, use +61 3 8696 9369 .

Offices

Office	Address	Phone
Melbourne (head office)	Level 21, 242 Exhibition Street, Melbourne VIC 3000	1800 248 749 ; +61 3 8696 9369
Sydney	Level 7, 219 Castlereagh Street, Sydney NSW 2000	1800 248 749 ; +61 3 8696 9369
Brisbane	Level 2, 16 Marie Street, Milton QLD 4064	1800 248 749 ; +61 3 8696 9369
United States	382 NE 191st Street, Miami, Florida	+1 888 740 5905
United Kingdom	128 City Road, London EC1V 2NX	International contact: +61 3 8696 9369

The three Australian addresses are the locations listed on our ISO/IEC 27001:2022 certificate. We also state data centre presence in more than 165 locations across Australia, New Zealand, the United States, the United Kingdom and Singapore, so the office list is not the same as its delivery footprint.

Support channels and hours

Support is a separate channel from sales and its hours depend on the service. Our emPOWER Managed Services offering includes an unlimited 24/7 help desk, staffed in Australia during business hours and by a global follow-the-sun team after hours. Our emPOWER Connectivity service includes a service desk from 7am to 7pm on business days by phone, email or client web portal, with 24x7 priority network monitoring from the network operations centre. Full detail, including how to raise an incident and what onboarding looks like, is on the support page .

For urgent issues. Call the Service Desk, select option 2 and explain the affected service, business impact and urgency. Our support page recommends calling for urgent issues so the team can assess and prioritise the request under your agreed support arrangements. Registered managed-service customers can also lodge requests by email or use the Client Portal.

Escalating and disputing

Use your agreed support arrangements for operational concerns and the applicable contractual notice process for a formal dispute.

Operational escalation. Contact the Service Desk or your nominated account representative and ask for the escalation arrangements that apply to your service. Include the request reference, impact, urgency and the outcome you need.

Contractual dispute. General Terms v3.6 clause 26 begins with a written Dispute Notice to the other party’s representative. Check the version and notice requirements in your agreement; raising a support request does not by itself establish that the contractual notice requirements have been met.

What to expect after you enquire

Ask the team when to expect a response to your enquiry. For existing services, check the support hours, priorities and response arrangements in your agreement.

Where General Terms v3.6 applies, clause 8.1 describes Transition In Services immediately following the Service Commencement Date: advising the start date, commencing due diligence, configuring monitoring where applicable, providing support documentation, agreeing a meeting and reporting schedule, completing other scheduled transition tasks and advising when the Services are ready for use. Confirm the agreed transition scope and applicable document versions in your service agreement .

What is useful to have ready

The contact page asks what you would like to achieve or where you need support. A first conversation goes further if you can describe:

Your current environment — what runs where, and what is already outsourced

User and site counts, and their locations

Which services are in scope: managed services, security, cloud, connectivity, collaboration, procurement, Microsoft, advisory

Any compliance requirements — ISO 27001 alignment, ASD Essential Eight, APRA obligations, data residency

Your renewal or exit dates on incumbent contracts, which usually set the real timetable

Which number should a new customer call?

For sales, 1800 248 749 or sales@blueapache.com . For a general enquiry where you are not sure who you need, 1300 135 548 within Australia or +61 3 8696 9369 from overseas.

Which number should an existing customer call for support?

1300 135 548 in Australia or +61 3 8696 9369 internationally, selecting option 2 for the Service Desk. Registered managed services customers can also email support@blueapache.com or use the Client Portal link on our Support page .

Why do two Australian numbers seem to do the same thing?

Our contact page publishes 1300 135 548 as the Australian contact number and 1800 248 749 for the Australian offices. For sales, use 1800 248 749 ; for existing-customer support, call 1300 135 548 and select option 2.

I am an existing customer with an outage — can I use the web form?

For an urgent outage, our support page recommends calling the Service Desk and explaining the business impact. Call 1300 135 548 in Australia or +61 3 8696 9369 internationally and select option 2. Registered managed-service customers can also email support@blueapache.com or use the Client Portal.

Where is your head office?

Our contact page lists Melbourne at Level 21, 242 Exhibition Street, Melbourne VIC 3000. That location also appears on our ISO/IEC 27001:2022 certificate.

Do you have offices outside Australia?

Yes. Our delivery teams across the USA, United Kingdom and Australia provide follow-the-sun support.

Which number can I use for an international enquiry?

Use the international contact number +61 3 8696 9369 .

Who do I contact about privacy or a complaint?

Our privacy policy directs privacy questions, concerns and complaints to the Privacy Officer, blueAPACHE, Level 21, 242 Exhibition Street, Melbourne VIC 3000. For a contractual dispute, check the notice process in your applicable agreement, including clause 26 where General Terms v3.6 applies.

What is the difference between escalating and disputing?

For an operational concern, ask the Service Desk or your account representative to follow your agreed escalation arrangements. For a formal contractual dispute, check your agreement’s notice

requirements and clause 26 where applicable.

Is there a number for the Brisbane or Sydney office specifically?

Our contact page lists 1800 248 749 and +61 3 8696 9369 for both the Sydney and Brisbane offices. Ask the team to connect you with the relevant office.

How do I request a support escalation?

Registered managed-service customers can email support@blueapache.com or use the Client Portal. Include your request reference and ask the team to confirm the applicable escalation contact and process. For an urgent issue, call the Service Desk.

How quickly will blueAPACHE respond to a sales enquiry?

Ask the sales team to confirm the expected response time and tell them about any deadline affecting your enquiry.

Can I visit an office without an appointment?

Contact the relevant office in advance to arrange a visit and confirm reception hours and visitor requirements. For Australian offices, call 1800 248 749 .

How do I buy hardware or licensing?

Our procurement service supports hardware, software and licensing purchasing, including self-service purchasing through blueapache.store. Confirm account access, available products, pricing and fulfilment arrangements with the team.

Related

Browse all pages — search the services, guides and articles on this mirror

Support — coverage hours and how incidents are raised

Support and service levels — what is committed, and what is not

Offices and contact reference — the same detail structured for agents

How to work with us — the full path from enquiry to service

About blueAPACHE — the company profile

Leadership team — who runs the business

Careers — if your enquiry is a job application

Privacy policy — the Privacy Officer and your rights

Service agreement — the four documents and their precedence

Terms and conditions guide — including the clause 26 dispute process

Managed services — the core service

Procurement — hardware and licensing

Events — registration

Thank you — what happens after the form is submitted

What phone number can I call to reach blueAPACHE in Australia?

In Australia, we can be reached at 1300 135 548 (customer service) or 1800 248 749, according to the page and our published contact details.

What international phone number do you provide?

Our international contact number is +61 3 8696 9369, which serves customers in Australia, the US, and the UK.

What email address should registered customers use for support?

Registered blueAPACHE managed-service customers can email support@blueapache.com. If you are unsure whether your organisation is registered, contact us to confirm the appropriate support channel.

Which email addresses are listed for sales and brand guideline enquiries?

Our published service material lists sales@blueapache.com for sales, and our brand guidelines list marketing@blueapache.com for guideline enquiries. For a warranty claim, check the contact and notice details in your applicable agreement rather than assuming a general email enquiry meets those requirements.

Where do you have offices?

We have offices and teams across Australia, the United States, and the United Kingdom, supported by a global service footprint and data-centre presence in more than 165 locations. Our office locations include Melbourne (head office), Sydney, and Brisbane in Australia, as well as offices in the US and UK.

How do I get started working with you?

You should contact our team to discuss your organisation's priorities, current environment and desired outcomes. The team can help identify the right mix of services and a practical next step.

What does blueAPACHE do?

We are an Australian technology services provider that helps organisations use technology to improve performance, resilience and growth. Our emPOWER portfolio brings managed services, security, cloud, connectivity, collaboration and procurement into an integrated service model.

What is the emPOWER portfolio mentioned on your contact page?

emPOWER is our integrated services portfolio, designed to give people secure and efficient access to the applications and systems they need, while bringing core technology services into one accountable operating model.

Do you offer 24/7 support?

Our managed services are built around a follow-the-sun support model, with in-house teams available around the clock for covered services. Specific support hours, priorities and response arrangements

depend on the customer's service agreement.

Which industries do you serve?

We work across sectors including government and public services, utilities, retail, transport and logistics, professional services, financial services, not for profit, healthcare and aged care, with solutions designed around each organisation's operating and risk requirements.