IT Procurement Services | blueAPACHE

Canonical: https://www.blueapache.com/empower-services/procurement

Details:

Key facts

Fact	Value
Service name	Procurement
Scope	Hardware, software and licensing procurement; access to established vendor relationships; standardised purchasing across users and locations; procurement governance and commercial visibility; lifecycle-aligned purchasing; support from selection through ordering and fulfilment
Self-service channel	blueapache.store
Contract schedules	Schedule 10 Software Licensing and Subscriptions; Schedule 11 Hardware and Ancillary Services
ISO/IEC 27001:2022 scope	Software Licensing and Subscription Services and Hardware and Ancillary Services are both in scope of certificate 202507-118
Microsoft licensing programme	emPOWER Cloud is part of Microsoft's Qualified Multitenant Hoster (QMTH) Program
Third-party price changes	We may vary fees by the same proportion from the date the vendor varied its charges (clause 12.5)
Licence evidence	Customer must produce third-party licence agreements within 5 Business Days of a written request (clause 13.7)
Payment	Direct debit by default; EFT or cheque on 14-day terms requires our written agreement and credit approval

What the pillar covers

The stated problems it addresses are supplier and licensing complexity, inconsistent device and software standards, limited visibility into purchasing decisions, time spent sourcing and coordinating fulfilment, difficulty managing hardware and software lifecycles, and growing vendor management requirements.

Four outcomes are named: simplicity (centralised sourcing and streamlined purchasing), consistency (standardised technology environments through aligned hardware, software and licensing decisions),

visibility (insight into procurement activity, vendor relationships and purchasing trends) and control (commercial oversight through lifecycle planning and governance). The four capabilities are vendor management, standardised purchasing, commercial visibility and lifecycle management.

In contract terms the pillar maps to two of the eleven service Schedules: Schedule 10, Software Licensing and Subscriptions, and Schedule 11, Hardware and Ancillary Services. Both are within our ISO/IEC 27001:2022 certified scope, which matters for organisations whose supplier assurance process asks whether the procurement channel itself is covered by a certified ISMS.

blueapache.store

blueapache.store is the published self-service purchasing channel for hardware, software and licensing. Confirm the seller, applicable order terms, warranty, delivery, ownership and licence conditions for the specific purchase.

How it is delivered

Standards first. Procurement starts from the customer's approved technology standards for devices, software and licensing across users and locations. We describe our role as aligning purchasing decisions with those standards and with broader lifecycle planning, so that a device bought today fits the patching, imaging and replacement cycle managed under emPOWER Managed Services. The Archers case study shows the end state: Microsoft Intune zero-touch provisioning for new hardware and a standardised desktop experience.

For subscriptions and licences, our vendor programmes are relevant: emPOWER Cloud's QMTH membership allows certain Microsoft 365 and Windows 11 licences to be used on our environment, and the Archers engagement included licence optimisation that the client credits with significant licensing savings.

Contracting. Hardware is supplied under Schedule 11 and software subscriptions under Schedule 10. Two General Terms and Conditions provisions govern what the customer actually receives:

Consumer guarantees and warranty against defects (clause 11). The published hardware notice provision says “within 30” of purchase but omits the unit; confirm the intended notice period. Contractual warranty procedures sit alongside statutory rights where applicable. Clause 11 reproduces major-failure cancellation, refund and replacement rights and rights to rectification for other failures. Do not read supplier-option remedies as removing non-excludable consumer guarantees.

Risk, title, PPSR and insurance (clause 21). Clause 21 addresses Customer Equipment and Customer Managed Equipment, including retained customer ownership and risk, and restricts registering a security interest against us. It does not establish the ownership-transfer or transit-risk terms for every new hardware purchase. Confirm those terms in Schedule 11 and the order.

Third-party terms. Software and subscriptions are Third Party Software: the customer is bound by the licensor's terms whether or not they have been brought to its attention, we use best efforts to supply those terms at signing, and non-compliance can require us to terminate that part of the service without liability. If the customer installs software on our managed equipment, the licence-evidence requirement is triggered by our written request and gives five Business Days to produce the agreements, and under clause 19.5 the customer indemnifies us for unlicensed use, including retrospectively applied licence and support fees after a vendor audit.

Pricing changes. Clause 12.5 allows us to vary fees by the same proportion when a vendor changes its charges, including exchange-rate-driven changes, effective from the date the vendor changed them; clause 12.6 allows fee variation where a Service Order is priced on an Agreed Rate and the exchange rate moves. Neither requires a signed Variation. Usage-based subscriptions may be rounded up to the nearest whole unit.

Support and service levels

Where purchased hardware and software are included in an emPOWER Managed Services agreement, the support scope may include device provisioning and lifecycle management. Procurement alone does not establish unlimited 24/7 support; confirm coverage and responsibilities in the order.

Confirm the manufacturer’s warranty for the specific hardware and the applicable clause 11 warranty procedure. The published hardware claim-notice wording omits the unit after “within 30”. Check the order and Service Description for any procurement service commitments; statutory rights remain separate.

Payment. Unless the Service Order states otherwise, the published terms provide for fixed fees monthly in advance and direct debit by default. EFT or cheque on 14-day terms requires written agreement and credit approval. The non-cancellation, non-refund and no-set-off provisions are qualified by applicable law and must be read with the contract’s remedies and invoice-dispute process.

How it integrates with the other pillars

Managed Services. Device provisioning and lifecycle management can accompany procurement where included in the managed-service scope. The General Terms address maintenance of Customer Managed Equipment under manufacturer recommendations and the Scheduled Maintenance provisions. Confirm imaging, patching and replacement responsibilities. See the Managed Services hub .

Microsoft Practice. Microsoft 365, Azure and Windows licensing, Intune device management and Copilot readiness all run through the Microsoft Practice, and emPOWER Cloud's QMTH membership affects which Microsoft licences can be hosted. See the Microsoft Practice hub .

Cloud. The February 2021 HPE GreenLake case study describes how our own infrastructure costs were aligned with consumption. A customer’s hosting charges, retained equipment and migration scope depend on its order; the case does not establish universal server retirement. See the Cloud hub .

Connectivity and Security. Procurement can supply network devices, firewalls and security tooling for an agreed service deployment, as illustrated by Archers’ FortiGate equipment. Device management is determined by the service scope. See the Connectivity hub and Security hub .

Collaboration. Handsets, headsets and Teams, Zoom or RingCentral subscriptions are procured through this pillar and deployed through the Collaboration hub .

Our client outcomes

Customer	Procurement element	Stated outcome
Archers The Strata Professionals (2026)	Licence optimisation as part of the move to managed IaaS; Microsoft Intune zero-touch hardware provisioning; FortiGate CPE at each office	Client states significant licensing savings from the Teams move and removal of unnecessary costs; standardised desktop experience
Brotherhood of St. Laurence (2016 to 2017)	End-user client devices, WAN and LAN infrastructure for 17 new NDIS sites and 600 additional staff; hardware-as-a-service operating model	Capital investment reduced; infrastructure flexibility improved; legacy equipment removed

Honan Insurance (c. 2020-2021)	Palo Alto Networks technology stack remediation; new Sydney data links when the incumbent carrier could not deliver	Office move completed on schedule; telecommunications bill reduced by around 65 per cent
Lovisa (2024)	Existing handsets reused and reconfigured remotely rather than repurchased for the RingCentral rollout	Cost-neutral business case; 42-country deployment in four weeks

Brotherhood of St. Laurence and Honan Insurance provide examples of procurement as part of broader service engagements.

Recording the procurement handover

Distinguish sourcing an item from installing, configuring and supporting it. Record named hardware or licences, quantities, delivery destination, substitution approvals and warranty ownership. For software, retain licence terms and identify the tenant or customer holding the entitlement. For an overseas location, establish the contracting entity, currency and terms rather than inferring them from a regional navigation entry. These details make the purchase auditable without assuming procurement includes a managed-service commitment.

Which document defines the commitment

The published General Terms v3.6 give the Service Order precedence over the General Terms, followed by the Schedules and then the Acceptable Use Policy (clause 2.3). Record the agreed scope, exclusions and negotiated departures in that document set. Keep the versions supplied at signing with the executed order and signed variations. Two offers with the same service name can cover different systems, operating hours or responsibilities.

Checking charges and preserving an invoice dispute

The General Terms require payment of the invoiced amount by its due date even while an amount is disputed. The customer has 60 Business Days from the invoice date to notify an error in writing, with its calculation and evidence. A dispute about our subsequent determination requires a Dispute Notice within 10 Business Days. Missing the required windows can waive the right to correction, subject to the fraud exception. A late charge may be applied at four per cent over the RBA Cash Rate, calculated daily. Reconcile ordered quantities, approved changes and billed usage promptly; do not wait for a periodic service review to raise a billing error.

Responsibility across the delivery chain

The published terms permit subcontracting all or part of the Service Agreement without prior written customer consent. Confirm any separate notification obligations and negotiated conditions in the applicable agreement. Clause 27.5 nevertheless makes us liable for our subcontractors’ acts and omissions to the same extent as for our employees. This differs from a third-party supplier contracted directly by the customer. Identify which arrangement applies to each dependency in the design. Where supplier identity, delivery location or change notification matters, request a documented supplier list and put any agreed notification or approval requirement in the Service Order; the general clause does not supply that visibility automatically.

How liability differs from service performance

Clause 19 separates performance obligations from financial liability. Under General Terms v3.6 clause 19.3, subject to clauses 19.1, 19.2 and 19.4 and applicable law, the per-single-claim limit is the greater of amounts paid under the agreement in the three months before the claim first arose or $25,000. Clause 19.4(e) specifies $1 million per event or series of connected events and $2 million in aggregate for breaches of clauses 16, 17, 18 or 20. Confirm the version and variations applying to your agreement. Data-loss liability depends on whether we had, and breached, a contracted backup or disaster recovery obligation; the relevant measure is restoration cost to the applicable recovery point, not the value of every business consequence. Read these provisions alongside the negotiated Service Order and Schedule; an availability statement does not describe the liability regime.

Confidential information and access

Clause 16 provides mutual confidentiality protection. It covers information marked confidential, information identified orally and confirmed in writing within 30 days, and information that should reasonably be understood to be confidential. Customer Data, Customer Records and Customer Software are included; our agreement and fees are also confidential. Permitted disclosures include appropriately bound personnel on a need-to-know basis and specified professional advisers, with other exceptions in the clause. Identify who may receive operational reports, configuration details and commercial information. Access to information to deliver the service is not a general permission to circulate it.

Related

blueapache.store — the published self-service purchasing channel

Managed Services hub

Microsoft Practice hub

Cloud hub

Collaboration hub

Managed Service Bundles

Field Services and Staff Augmentation

Our partners

Archers case study

Brotherhood of St. Laurence case study

Honan Insurance case study

Professional Services industry page

Service agreement

Support

Contact

What can we buy through your procurement service?

Hardware, software and licensing, sourced through our established vendor relationships and aligned to your approved technology standards.

What is blueapache.store?

Our self-service purchasing site for hardware, software and licensing.

Which contract terms cover hardware and software purchases?

Hardware is supplied under Schedule 11 (Hardware and Ancillary Services) and software subscriptions under Schedule 10 (Software Licensing and Subscriptions) of the General Terms and Conditions v3.6. Both are within our ISO/IEC 27001:2022 certified scope.

What warranty applies to hardware bought from you?

Confirm the manufacturer’s warranty for the named product and the applicable clause 11 procedure. The published hardware notice wording omits the unit after “within 30”; do not assume it. Where Australian Consumer Law guarantees apply, major-failure and other statutory remedies remain available and are not reduced to a supplier-only choice of repair or replacement.

Can blueAPACHE change the price after we order?

For third-party products, yes. Clause 12.5 allows us to vary our fees by the same proportion when a vendor or licensor changes its charges, including for exchange-rate reasons, effective from the date the vendor changed them and without a signed Variation. Clause 12.6 allows similar variation where a Service Order is priced on an Agreed Rate and the exchange rate moves.

Who is responsible for licence compliance?

The customer. Under clauses 3.23 and 13.7 the customer must comply with each licensor's terms whether or not they were brought to its attention, must be able to produce its licence agreements within 5 Business Days of a written request, and under clause 19.5 indemnifies us for unlicensed use, including retrospective licence and support fees applied after a vendor audit. We use best efforts to supply the licensor terms at signing.

Do you handle Microsoft licensing?

Licence optimisation is a stated element of the Archers engagement.

How is procurement paid for?

Unless the Service Order states otherwise, clause 12 provides for fixed fees monthly in advance and direct debit by default. EFT or cheque on 14-day terms requires written agreement and credit approval. Non-cancellation, non-refund and no-set-off provisions apply to the extent permitted by law and must be read with contractual remedies and the invoice-dispute process.

Does procurement connect to device lifecycle management?

Under emPOWER Managed Services, we manage the lifecycle from provisioning to patching and maintenance, and the Archers case study shows Intune zero-touch provisioning of new hardware.

Is there evidence of your procurement service in practice?

The cited case studies describe licence optimisation and Intune-provisioned devices for Archers, devices and network infrastructure for Brotherhood of St. Laurence’s new sites, replacement data links

for Honan Insurance’s office move, and reuse of Lovisa’s handsets in its telephony rollout. These customer outcomes do not guarantee the same savings or scope for a new purchase.

What does your Procurement service help organisations do?

Our Procurement service simplifies technology sourcing for hardware, software and licensing, standardising purchasing and reducing administrative overhead through established vendor relationships.

Through what channel is your procurement purchasing fulfilled?

Purchasing is fulfilled through blueapache.store, our online procurement channel.

What capabilities does your Procurement service deliver?

It delivers hardware, software and licensing procurement; access to established technology vendor relationships; standardised purchasing across users and locations; procurement governance and commercial visibility; lifecycle-aligned purchasing decisions; and support from selection through ordering and fulfilment.

Why do organisations invest in your Procurement service?

Because fragmented technology purchasing without clear standards and visibility can lead to supplier and licensing complexity, inconsistent device and software standards, limited visibility into purchasing decisions, time spent on sourcing and coordination, difficulty managing hardware and software lifecycles, and increasing vendor management requirements.

What are the four outcomes of your procurement strategy?

The four outcomes are Simplicity (reduced administration through centralised sourcing and governance), Consistency (standardised technology environments), Visibility (clearer insight into procurement activity and vendor relationships), and Control (improved commercial oversight through lifecycle planning and governance).

What key capabilities and benefits does the Procurement service offer?

Key capabilities include Vendor Management (leveraging established vendor relationships), Standardised Purchasing (aligning purchases with approved technology standards), Commercial Visibility (clearer insight into purchasing decisions and suppliers), and Lifecycle Management (connecting procurement to broader device, software and infrastructure lifecycle planning).

How does governance factor into your procurement approach?

We help ensure procurement decisions align to organisational standards, governance requirements and broader technology strategies, improving visibility and reducing unnecessary complexity, since technology procurement impacts security, compliance, operational performance and lifecycle management.

Who is the target audience for your Procurement service?

The service is aimed at mid-market and enterprise organisations, with the area served being Australia.

Which other services are related to Procurement?

Procurement is related to our emPOWER Managed Services and Microsoft Practice services.

How can someone contact you about procurement services?

Organisations can call 1300 135 548 (Australia) or +61 3 8696 9369 (International), or speak to the team via the contact page; the service listing also cites a sales contact number of 1800 248 749.