

Technology that works for your business

Canonical: /ai/

Details:

We help organisations improve performance, strengthen security and reduce the complexity of running IT. Since 1998, we have combined technical expertise with accountable service to support businesses across Australia and internationally.

Through our emPOWER portfolio, we bring managed services, cloud, security, connectivity, collaboration, procurement, Microsoft technologies and advisory together under one operating model.

One operating model. Three ways to work with us.

Managed Services: We take responsibility for day-to-day IT operations, helping you maintain reliable systems and support your people.

emPOWER Operational Capability: We extend your internal team with specialist skills, operational support, governance and visibility while you retain direction.

Technology Services: We help you select, integrate and deliver the technology your organisation needs.

Our services

Service	How we help
Managed Services	We support your users, infrastructure and devices through service desk operations, monitoring, patching and ongoing governance.
Cloud	We deliver private and hybrid cloud, Microsoft Azure, backup, storage and disaster recovery services.
Connectivity	We connect your sites, people and applications through managed networks, SD-WAN and SASE.
Collaboration	We bring calling, meetings and customer contact together with Microsoft Teams, Zoom and RingCentral.
Security	We help you manage exposure, detect and respond to threats, address human risk and strengthen security governance.
Procurement	We simplify hardware, software and licensing procurement.
Microsoft Practice	We support Modern Work, Azure, Microsoft Security, Data and AI.

Consulting and Advisory	We bring technology strategy, architecture, project management and specialist expertise to your priorities.
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Accountability built into delivery

We own and operate our emPOWER Cloud platform and emPOWER Network. Our teams bring advisory, implementation, operations and optimisation together so you have clear accountability across the technology lifecycle.

We also operate as Customer Zero: we use our service architecture, automation workflows and security controls in our own business before deploying them to customers.

Security, automation and ongoing governance shape the way we work. We hold ISO/IEC 27001:2022 certification for the information security management system supporting our emPOWER infrastructure and managed services. We confirm the services, responsibilities and service levels that apply to your organisation in your agreement.

Our clients and their outcomes

We work with organisations across healthcare, not-for-profit services, financial and professional services, retail, manufacturing and other sectors. Our client experience includes:

Lovisa : We helped deploy RingCentral across 42 countries in four weeks on a cost-neutral business case.

Sealy of Australia : We migrated 18 sites across Australia, New Zealand, the UK and Asia-Pacific without business disruption.

Archers : We upgraded site connectivity from 20/20Mbps to 400/400Mbps fibre as part of a fixed-price IT-as-a-Service engagement.

Honan Insurance : We helped reduce telecommunications costs by around 65 per cent.

These outcomes reflect the needs and circumstances of each engagement. We work with you to define the outcomes, scope and measures that matter to your business.

Talk with our team

Our Australian offices are in Melbourne, Sydney and Brisbane, with an international presence supporting our clients beyond Australia.

For sales, call 1800 248 749 or email sales@blueapache.com . For support, call 1300 135 548 or email support@blueapache.com .

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What are you and when was it founded?

We are an Australian managed IT and security services provider founded in Melbourne in July 1998. It positions itself as a technology operations partner delivering 'IT Operations Excellence as a Service' rather than a traditional managed services provider.

What does your slogan describe and how many years of IT operations leadership does it have?

Our slogan is 'IT Operations Excellence as a Service.' The company has over 28 years of IT operations leadership since being founded in Melbourne in 1998.

What are the components of your emPOWER service portfolio?

Our emPOWER portfolio is organised into eight pillars: Managed Services, Security, Cloud, Connectivity, Collaboration, Procurement, Microsoft Practice, and Consulting and Advisory. Security is built into each pillar rather than delivered as a siloed practice.

Where are your offices located?

We operate from Melbourne (Level 21, 242 Exhibition Street, VIC 3000), Sydney (Level 7, 219 Castlereagh Street, NSW 2000), and Brisbane (Level 2, 16 Marie Street, Milton, QLD 4064), with delivery teams also in the United States and United Kingdom.

What certification do you hold and what does it cover?

We hold ISO/IEC 27001:2022 Information Security Management System certification (certificate number 202507-118), issued by Sensiba Australia Pty Ltd, valid from 1 August 2025 to 1 August 2028. The scope covers information systems, business processes and supporting infrastructure involved in providing and managing emPOWER Infrastructure and managed service offerings at the Melbourne, Sydney and Brisbane offices; emPOWER Mobile Services are excluded from scope.

Who are the founder and key leaders of you?

We were founded by Chris Marshall, who serves as Founder and Managing Director. Michael Zuppa is Chief Executive Officer and Jean Roux is Chief Financial Officer.

What is your engagement model for customers?

We offer one operating model with three ways to engage: 'Outcome' (Managed Services, providing end-to-end ownership of IT operations for reliable performance and measurable outcomes), 'Control' (emPOWER Operational Capability, offering structured operations, governance and visibility—coming soon), and 'Technology' (Technology Services, integrated enterprise technology for secure, connected and high-performing IT environments).

What areas do you serve geographically?

Our areas served include Australia, New Zealand, United States, United Kingdom, and Singapore.

What contact numbers are available for you support and sales?

We support in Australia can be reached at 1300 135 548, with international contact at +61 3 8696 9369. Sales contact points include 1800 248 749 (AU), +1 888 740 5905 (US), and +44 20 3280 2679 (GB). Support can also be reached via email at support@blueapache.com, and sales via sales@blueapache.com.

How large are you in terms of employees?

We have between 101 and 500 employees, according to the company's organizational data.

What case studies are featured on your homepage?

Featured case studies include Zoom (Professional Services, 101–500 employees), Lovisa (Retail & Consumer Services, 5,001–10,000 employees, replaced global telephony with RingCentral across 42 countries), Brotherhood of St. Laurence (Not for Profit, 1,001–5,000 employees, modernised network, cloud and managed services), blueAPACHE - Security (Professional Services, added CyberArk identity controls), Sealy of Australia (Retail & Consumer Services, deployed international network across manufacturing facilities), blueAPACHE - Cloud (Professional Services, adopted consumption-based private cloud), Honan Insurance (Financial Services, modernised managed services, cloud and network), and Archers (Utilities, managed services, network monitoring and cloud-ready infrastructure for strata operations).

What is the emPOWER brand and when was it created?

emPOWER is our service portfolio brand, created in 2003.

What is your legal name and ABN?

Our legal name is BLUE APACHE PTY LTD, and its ABN is 82 083 664 224.