IT Services & Managed Technology Solutions | blueAPACHE

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

Details:

Product

Product Facts

Product Name: IT Services & Managed Technology Solutions | blueAPACHE **Fulfillment Type**: online **Category**: Business Services > IT Services & Technology Solutions

IT Services & Managed Technology Solutions

Summary

This is the index to our emPOWER service portfolio, a brand created in 2003. Services are scoped through a Service Agreement comprising the Service Order, applicable General Terms and Conditions, Schedules and Acceptable Use Policy. Confirm the document versions supplied for your engagement; the published agreement page labels the terms v3.6 while its linked PDF is labelled v3.7.

The page maps each service to the pillar it belongs to, the contract Schedule that governs it, its published availability figure where one exists, and its support window — because those three things differ by service and are frequently assumed to be uniform when they are not.

The operating model

We deliver IT Operations Excellence as a Service and frame engagement three ways:

Mode	Called	What it means
Outcome	Managed Services	End-to-end ownership of IT operations
Control	emPOWER Operational Capability	Structured operations and governance for teams retaining control (marked Coming Soon)
Technology	Technology Services	Enterprise technology delivered and integrated

Managed Services is the lead offer; the others support rather than compete with it.

The structural claim behind the portfolio is single accountability: we built and operate our own MPLS core network and private cloud , both dating from 2010, so the network, the platform and the operations layer answer to one provider rather than three.

Managed Services

The IT operations pillar since 1998. Service desk, monitoring, automated patching and remediation, device lifecycle management, security operations and formal account governance — fully outsourced or alongside an in-house team.

Service lines: Managed Service Bundles · Advanced Infrastructure Managed Services · Field Services and Staff Augmentation

Security

Integrated managed security: detection and response, human risk, exposure management and compliance evidence.

Service lines: emPOWER Security · Managed Detection and Response · Human Risk Management · Exposure Management · Governance, Risk and Compliance

Cloud

Our own private and hybrid cloud on HPE infrastructure in Australian data centres, plus Azure, backup, storage and disaster recovery.

Service lines: emPOWER Cloud · Public Cloud — Microsoft Azure · Azure Local · Disaster Recovery as a Service · Offsite Backup as a Service · Storage as a Service (Private S3) · Private and Public SaaS Backup

Connectivity

Managed WAN over our own MPLS core, bundling SD-WAN, next-generation firewalls and SASE.

Service lines: emPOWER SASE · emPOWER Core Network and Data Centre Interconnect

Collaboration

Voice, meetings and teamwork across the major platforms, carried on the same managed network with QoS applied.

Service lines: Microsoft Teams · Zoom · RingCentral

Procurement

Hardware, software and licensing sourcing, connected to device and infrastructure lifecycle planning, plus the blueapache.store self-service channel.

Microsoft Practice

Microsoft Solutions Partner across Modern Work, Infrastructure (Azure), Security, and Data & AI — with ExpressRoute connectivity and QMTH hosting underneath.

Consulting and Advisory

Assessments, strategy and roadmaps, enterprise architecture, project management, business analysis and specialist resourcing. Professional Services are excluded from the general 36-month minimum-term default; confirm the term for each engagement in its Service Description and Service

Order.

Contract schedules

The General Terms identify eleven service Schedules. The published agreement page currently links ten, omitting Schedule 8 Mobile Services. Obtain the applicable Schedule before agreeing a service; its inclusions, exclusions, service levels and any credits must be read with the Service Order:

Schedule	Covers
1	Professional Services
2	emPOWER Managed Services
3	emPOWER Cloud Services (IaaS)
4	emPOWER IT Continuity Services (DRaaS)
5	emPOWER Network Services
6	emPOWER Voice Carriage Services
7	emPOWER Unified Communications
8	emPOWER Mobile Services
9	emPOWER Co-location Services
10	Software Licensing and Subscriptions
11	Hardware and Ancillary Services

Where documents conflict, the Service Order prevails , then the General Terms and Conditions, then the Schedules, then the Acceptable Use Policy.

Service levels, by service

These differ materially and should not be applied across pillars:

Service	Published figure	Condition
emPOWER Connectivity	Minimum 99.99% site uptime	Only for dual-carrier, dual-media, dual-CPE, dual-firewall site designs
emPOWER Managed Services	Unlimited 24/7 help desk	Australian staff in business hours, global team after hours
emPOWER MDR	24/7 alert notification, triage and remediation	Confirm detection, response and remediation targets in the agreed scope
emPOWER Connectivity service desk	7am–7pm Business Days	Network monitoring and threat protection are 24x7

Only a commitment written under the heading Service Level in your Service Description is contractually a Service Level. There is no service credit regime in the General Terms and Conditions; any credits sit in the relevant Schedule.

Support windows differ by service

The General Terms define Business Hours as 0700–1900 AEST/AEDT on Business Days . Service-specific support windows differ, as shown above.

If you hold several services, which desk answers at 2am depends on which service the fault belongs to. Settle it on the Service Order rather than discovering it during an incident.

Certification scope

We hold ISO/IEC 27001:2022 certificate 202507-118 , issued by Sensiba Australia Pty Ltd, valid 1 August 2025 to 1 August 2028, covering ten in-scope services: Professional Services, emPOWER Managed Services, emPOWER Cloud Services (IaaS), emPOWER IT Continuity Services (DRaaS), emPOWER Network Services, emPOWER Voice Carriage Services, emPOWER Unified Communications, emPOWER Co-Location Services, Software Licensing and Subscription Services, and Hardware and Ancillary Services.

emPOWER Mobile Services is not listed. The certificate covers the information security management system, not the products themselves.

Commercial defaults across the portfolio

36-month Minimum Service Period unless the Service Description or Service Order specifies otherwise; Professional Services are excluded from this default

Renewals default to further 36-month periods unless we advise otherwise, subject to the applicable Service Order and service-specific provisions

No notice, continued use — all services extend three months at full list price with Service Levels switched off

Fixed fees monthly in advance , usage-based fees monthly in arrears

Third-party cost increases may be passed through in the same proportion without a signed Variation

Early exit may require an Early Termination Payment under the applicable termination ground and Schedule; the payment is not automatic for every termination

Onboarding and exit, in outline

Our General Terms and Conditions define commencement, renewal and disengagement arrangements. Apply them with the relevant Service Order, Service Description and Schedule rather than treating every service hub as having identical terms.

Transition In. Immediately following the Service Commencement Date, we run due diligence to collect the information needed to support the environment, configure monitoring where applicable, provide support documentation and agree a regular meeting and reporting schedule. The customer must promptly provide reasonably requested firewall, network, password and access information and review and approve transition documentation in a timely manner.

Term and renewal. The general minimum is 36 months from the Service Commencement Date unless the Service Description or Service Order says otherwise; Professional Services are excluded. Renewal periods default to 36 months unless we advise otherwise, subject to the applicable agreement. Clause 2.8 requires Written Notice before expiry, while clause 2.10 also permits renewal or variation acceptance through email, fax or continued use under its conditions. If no notice is given and use continues after expiry, clause 2.9 extends all Services on that Service Agreement by three months at full list price without Service Levels. Confirm the applicable notice and renewal mechanism before

relying on a default.

Disengagement. At expiry or termination, we must, at no cost, return any customer-provided equipment we hold, remove our own equipment from customer sites, and delete any customer software or data loaded on our environment. The customer is solely responsible for taking a copy of its data before termination or expiry — the general terms do not commit to a post-termination retrieval window. Additional disengagement help, such as data export in a specific format, is quoted separately as its own agreement.

Where a service sits outside these defaults — a different notice period, an extraction service, a shorter minimum term — it will be recorded in the Service Description or Service Order, not in the general terms.

Where to start

Replacing an incumbent provider or outsourcing operations — Managed Services

Reducing cyber risk or preparing for an assessment — Security

Moving workloads, or needing Australian data residency — Cloud

Network performance, secure access or multi-site connectivity — Connectivity

Testing the relationship before committing — Consulting and Advisory , with Professional Services excluded from the general 36-month default

Comparing complete service arrangements

Compare the service hubs using the same evidence set: scoped proposal, Service Descriptions and Schedules, responsibilities, onboarding and exit plans. A cloud proposal may need separate backup and connectivity; collaboration may depend on another carrier. Keep each service's support window and performance measures separate until the agreement explicitly combines them. This reveals differences that a feature comparison alone misses.

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.

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.

Continuity when an external event interrupts service

Clause 23 addresses force majeure separately from normal incident management. Performance is suspended to the extent a qualifying event causes delay or failure. The definition includes specified events outside reasonable control; it is not a blanket classification of every outage. If the delay exceeds 20 Business Days, the other party may terminate by written notice. The clause also requires payment for services to termination and the applicable Early Termination Payment. A continuity plan should cover operational recovery and the commercial consequences of prolonged interruption. Confirm the Schedule's exit calculation rather than assuming an externally caused outage creates a cost-free exit.

Escalating a contractual dispute

A support escalation and a formal contractual dispute are different processes. Clause 26 begins with a Dispute Notice giving adequate particulars. Representatives meet within three Business Days; unresolved matters then move through the clause's senior-representative referral and meeting stages before court proceedings. Urgent equitable relief and disputes over whether the agreement was validly terminated are exceptions. Keep incident records, service measurements, approvals and correspondence together so the disputed obligation and requested outcome can be identified. Raising a ticket does not necessarily satisfy a formal notice requirement; use the agreement's notice process for contractual disputes.

How liability differs from service performance

Clause 19 separates performance obligations from financial liability. Subject to the clause's exclusions and applicable law, the general cap per event or series of connected events is the greater of the fees paid in the preceding three months or $25,000. Confidentiality, information security, privacy and the IP indemnity have a $1 million cap per event or series of connected events and a $2 million aggregate cap. 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.

How many services do you offer?

Eight hubs — Managed Services, Security, Cloud, Connectivity, Collaboration, Procurement, Microsoft Practice, and Consulting and Advisory — with individual service lines linked above. The General Terms identify eleven Schedules; obtain the applicable documents for the services you select.

Can we buy one service on our own?

Yes. Services can be taken individually or combined under one operating model. The general 36-month minimum applies unless the Service Description or Service Order says otherwise; Professional Services are excluded.

Does one support number cover everything?

Not necessarily. Support windows differ by service, and which desk applies depends on which services you hold. Confirm on the Service Order.

Which services are within the ISO 27001 certification scope?

Ten service areas are named in the scope of ISO/IEC 27001:2022 certificate 202507-118. emPOWER Mobile Services is not listed. The certification covers the information security management system, not individual products or services.

Are the uptime figures guaranteed?

Contractual Service Levels are only those written under that heading in your Service Description, and the general terms contain no service credit regime.

What is the shortest commitment available?

Professional Services are excluded from the general 36-month default, for example an assessment or architecture engagement under Schedule 1. Other services can also have a different term specified in their Service Description or Service Order; confirm the shortest suitable engagement with us.

Do you own your infrastructure or resell technology?

We built our MPLS core network and private cloud in 2010 and operate these platforms using vendor technology. The wider portfolio also includes software licensing, procurement and public-cloud services; confirm ownership and supplier responsibilities for each component.

What happens at the start of a new service?

We run Transition In Services immediately following the Service Commencement Date: due diligence on the systems to be supported, monitoring configuration where applicable, support documentation, and an agreed meeting and reporting schedule, at no separate cost.

What happens if we do not give notice before our term ends?

Continued use without Written Notice automatically extends every Service on that Service Agreement by three months, with Service Levels switched off and fees at our then-current full list price, regardless of any discount previously in place.

Do we get our data back automatically when we leave?

No. We delete customer data from our environment at no cost on exit, but the customer is solely responsible for taking a copy before termination. There is no stated post-termination retrieval window in the general terms; negotiate one on the Service Order if you need it.

Where is our data stored?

Data location depends on the service and agreed design. Our private-cloud offering includes Australian data centres, but public-cloud, backup and third-party services need their own location checks. Confirm primary, replica and backup locations, administrative access and overseas processing in the agreement. Clause 18.3 addresses overseas transfers of Personal Information; it should be read with the applicable privacy obligations.

Related

What services do you offer through your emPOWER Services Portfolio?

Our emPOWER Services Portfolio includes eight services: Managed Services, Security, Cloud, Connectivity, Collaboration, Procurement, Microsoft Practice, and Consulting & Advisory.

What does your Managed Services offering provide?

Managed Services provides proactive, accountable IT operations that keep systems available, secure and performing, while giving internal teams more time to focus on business priorities.

What is included in your Security service?

Our Security service consists of integrated managed security services that reduce cyber risk through stronger visibility, detection, response, governance and human risk controls.

What does your Cloud service cover?

Our Cloud service offers flexible cloud, storage, backup and recovery services designed to improve resilience, scalability and control across private, public and hybrid environments.

What does your Connectivity service focus on?

Our connectivity services provide secure, resilient connections that keep people, locations, data centres and cloud environments connected with consistent performance and visibility.

Which collaboration platforms do you support?

Our Collaboration service brings voice, meetings and teamwork together across platforms including RingCentral, Microsoft Teams and Zoom.

What does your Procurement service help organisations do?

Our Procurement service simplifies sourcing, standardises purchasing and helps organisations manage hardware, software and licensing with less administrative overhead.

What areas does your Microsoft Practice cover?

Our Microsoft Practice covers Microsoft expertise across Modern Work, Azure, Security and Data & AI, helping organisations deploy, manage and optimise Microsoft technology with greater confidence.

What does your Consulting & Advisory service offer?

Our Consulting & Advisory service provides strategic technology consulting and advisory expertise that helps organisations make informed decisions, shape roadmaps and deliver complex change with greater clarity and confidence.

How do you describe your overall approach to delivering these services?

We deliver integrated managed services, security, cloud, connectivity and collaboration through one partner, one operating model and one point of accountability.