



emPOWER CONNECTIVITY

SCALABLE. SECURE. ON DEMAND.

blue | **APACHE**



ENSURE YOUR BRAND'S
COMPETITIVE ADVANTAGE
WITH EXTENDABLE,
SECURE CONNECTIVITY
ON DEMAND ANYWHERE

emPOWER
CONNECTIVITY IS
A FULL STACK BUSINESS
TECHNOLOGY SOLUTION
DELIVERING SECURE
MANAGED NETWORKS
GLOBALLY

Today, most office workers enjoy the flexibility of hybrid work arrangements, made possible by the rapid advancement of software-as-a-service (SaaS) and superior tools to work anywhere. Keeping a remote workforce productive and engaged, while maintaining the security, quality, and look and feel of systems employees would expect when working in the office goes much deeper than a common user interface.

In addition to secure connectivity and access, the employee experience today comes down to responsiveness: the speed and latency of services that replicate their office environment.

The quality of the network you rely on to do this will ultimately define the extent of your ability to build in flexibility by default, or pivot to remote working when necessary.

The investment a network provider has made in its own network capacity and technology is just as important as the products they build on top of it. Engaging a network provider who is also a trusted carrier aggregator with in-house resources dedicated to quality and continuity means vastly improved experiences for your end users.

blueAPACHE is unique compared with other telecommunications providers because of our outcomes-based, technology-driven approach to designing your wide area network (WAN).

Our conversations go beyond just the network speeds and feeds. We seek to understand your key business applications and their footprint, end user accessibility requirements, and the workloads on your network both today and into the future.

We deliver bespoke networks that are designed to meet your business objectives, business continuity, performance, and cyber security requirements.

emPOWER CONNECTIVITY PROVIDES **EXTENDABLE SECURE CONNECTIVITY**

emPOWER Connectivity bundles several technologies to create a universal, secure connectivity on demand solution from blueAPACHE. Software-defined wide area networking (SD-WAN), next-generation firewalls (NGFW), secure access service edge (SASE) solutions, and the latest generation of carrier-class Cisco core networking integrate seamlessly to deliver the emPOWER Connectivity managed WAN solution.

emPOWER Network is a multiprotocol label switching (MPLS) private network connected with a balance of globally recognised tier 1 players and specialised regional carriers. That means we find the most cost-effective connections based on each client's location and required points of presence. We use the latest Cisco ASR technology to drive network performance and use the same carrier grade technology trusted by the largest telecommunications companies around the world.

At blueAPACHE, we own, control, and are responsible for the entire end-to-end networks and infrastructure that we manage. We build our own services atop our own integrated hardware and software stack that runs across blueAPACHE networks. The people who answer your calls are blueAPACHE employees, and our network core and private cloud platforms are wholly owned and operated by blueAPACHE. Our engineers follow industry best practices to communicate and share solutions, feeding back into the optimisation and improvements of our network and services.

blueAPACHE has core points of presence across the Pacific (Australia), United States of America, Europe (London), and Asia (Singapore), supporting our interconnection into 165+ data centres around the world, delivering a highly redundant, high-speed, and secure environment no matter where you operate. Our network traffic transits through the Australian Internet Exchange and offers ExpressRoute connections to Microsoft cloud services (Azure/SharePoint/MS365) and a Direct Connect link to Amazon Web Services.

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DIRECT CONNECTION INTO THE **blueAPACHE** **emPOWER CLOUD**

Clients on blueAPACHE's emPOWER network benefit from connectivity to our ISO27001 certified emPOWER Cloud fabric, providing direct access to managed cloud infrastructure. Our cloud delivery infrastructure, including managed cloud services, is built on a state-of-the-art Hewlett Packard Enterprise (HPE) reference architecture, protected

against single point of failure. This lets organisations access an enterprise-grade, high-availability cloud environment for cloud-only or hybrid application hosting, business service delivery, and data storage. It also offers integrated backup and disaster recovery (DR) services.

Connectivity to our emPOWER Network also provides access to a full suite of voice carriage and voice-over-internet phone (VoIP) solutions including Microsoft Teams Direct Routing, session initiation protocol (SIP) trunking, hosted private branch exchange (PBX), and contact centre solutions.

GIVING BANDWIDTH BACK TO YOUR BUSINESS BY **SAVING** **TIME AND EFFORT**

With so many complex moving parts in any WAN setup, customers can sometimes trip over themselves trying to find solutions that take all variables into account. Acting as a middleman between multiple providers across a range of disciplines, the complex nature of each individual link in the chain often makes finding a solution time-consuming and costly.

By incorporating emPOWER Connectivity's flexibility and platform-agnostic approach, businesses can securely integrate simple or complex sites and their many endpoints with the enterprise environment in a few simple steps.

Secure SD-WAN delivers a turnkey approach to joining disparate networks, links, systems and users together in a secure and effortless process

that scales readily. emPOWER Connectivity helps businesses that need to spin up any type of new location in their secure bubble at a moment's notice, leveraging existing connections onsite while automating network configuration steps.

Regardless of the technology already in place, SD-WAN is the universal adaptor to bring online everything you need to be part of the corporate network, securely and immediately, from a single user device to an entire data centre.

An emPOWER Connectivity implementation can be easily wrapped around any bespoke environment, providing immediate secure connectivity with existing and new sites, and putting more powerful, simple controls around its many moving parts.

emPOWER Connectivity decreases technical complexity for IT departments by providing them with outcome-focused tools that facilitate effortless change management and tracking. Automating the minutiae of bulk configuration changes in a more integrated way mitigates the risk of human error and gives bandwidth back to engineers.

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emPOWER CONNECTIVITY BENEFITS YOUR BUSINESS

Highly redundant network designs

As an aggregator of wholesale carrier services, blueAPACHE can deliver highly redundant networks using multiple carriers, multiple media (i.e., fibre and fixed wireless), and multiple customer premises equipment (CPE) devices and firewalls in high-availability configuration. Our network inherently includes multiple redundant transmission paths between points of presence (PoPs). This, along with dual firewalls and dual carriage at each site, ensures a minimum 99.99 per cent uptime, delivering assurance for your locations that can't afford to be offline.

We can deliver:

- 1 Both hybrid multi-protocol layer service (MPLS) and internet SD-WAN architecture, or a hybrid of the two technologies; and
- 2 Hub-and-spoke, secure SD-WAN using emPOWER Connectivity appliances, with the highly available SD-WAN hub featuring hosted SD-WAN firewalls located within multiple datacentres on the emPOWER Network.



BUSINESS-GRADE MPLS DATA SERVICES

Delivering data over MPLS data services is a highly secure method of extending the corporate private network without using a VPN. This eliminates the need to run VPNs between offices, as each office will just be another IP address on your network. It is still, in today's cybersecurity industry understanding, not possible for attackers outside the network to intrude into a properly secured MPLS core.



QUALITY OF SERVICE (QoS) EVERYWHERE

emPOWER Connectivity supports and uses QoS end to end. blueAPACHE works with you to define business-critical applications and apply the required QoS policies to prioritise these applications over the WAN. This means voice and video traffic can be prioritised, and non-essential traffic will not impact the bandwidth for business-critical services.



INTERNET SCALABILITY AND INTERNET EXCHANGE (IX) PEERING

Internet provided by the centrally injected emPOWER Internet port can be scaled up or down in bandwidth at your request, effortlessly. Additional SD-WAN appliances at a site will enable further internet services in future if required, ready to scale on demand to boost the bandwidth of the local internet breakout. emPOWER Internet is part of the IX Peering network, meaning faster access and less latency for major SaaS applications such as Microsoft Office 365, Microsoft Teams, Zoom, and Salesforce, to name a few.



CONNECTIVITY TO PUBLIC CLOUD

We can configure a direct connection to your public cloud environment such as Azure or AWS, as well as a secondary route via a VPN over internet, providing multiple redundant traffic pathways.



NEXT-GENERATION FIREWALLS AND SECURITY

SD-WAN appliances used to secure emPOWER Connectivity include the latest in unified threat protection (UTP) including intrusion prevention systems (IPS), advanced malware protection, application control, web filtering, antispam service, and 24x7 support.



VPN AGENTS FOR SECURE REMOTE CONNECTIVITY

End users will use VPN agents to securely access the corporate network via always-on VPN. Secure VPN access can also be configured with single sign-on and multifactor authentication (MFA) for an additional security layer.



PROACTIVE MANAGEMENT

blueAPACHE proactively manages the provided CPEs and firewalls that comprise emPOWER Connectivity. This includes monitoring, operating system (OS) patch updates, retaining documentation on configurations, nightly backups of configurations, and change management.



THE LATEST GENERATION CARRIER TECHNOLOGY IN OUR CORE

blueAPACHE's new-generation emPOWER Network features IPv6 ready Cisco core network carrier-grade technology in our foundation to deliver a resilient, high-speed, and adaptable network. Like millions of critical infrastructure operations and businesses around the world, we rely on Cisco because it's well recognised as one of the world's leading networking technology companies.



AUSTRALIA-BASED SERVICE DESK AND ACCOUNT MANAGEMENT

blueAPACHE's service desk will provide support from 7am until 7pm on all business days, accessible via phone, email, or our client web portal.



24X7 MONITORING AND NETWORK OPERATIONS CENTRE (NOC)

Our emPOWER Connectivity service includes 24x7 priority monitoring of your network, with easy access for any stakeholder to view live traffic flow and historical reporting via our online client web portal.



SECURITY AT OUR CORE

blueAPACHE is ISO27001-certified and compliant with the Australian Prudential Regulation Authority (APRA) CPS 234 Standard, National Institute of Standards and Technology (NIST), and Australian Signals Directorate (ASD) Essential 8 to a maturity level 3. Our customers dedicated hosted firewalls are next-generation technologies offering the latest in cybersecurity protections. Our entire philosophy of connectivity is based around doing things *the most secure way possible*.

THE blueAPACHE emPOWER APPROACH

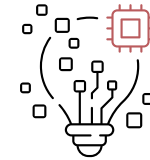
blueAPACHE's tier 1 carrier-agnostic approach gives customers choice. When providing connectivity solutions across the globe, we can work with multiple partners to transparently provide the right outcome from a price and performance perspective.

blueAPACHE focuses on several critical success factors to emPOWER our clients. These are:

REDUCE cost and complexity by managing our client's infrastructure more effectively, finding and automating new efficiencies.



INNOVATE with clients to co-develop IT strategy that reflects their business objectives and ambitions, addressing key challenges.



DELIVER converged IT services (voice and data) to maximise IT efficiency and reinforce service level guarantees.



PARTNER with industry-leading technology companies to provide state-of-the-art solutions, leveraging them in unique ways to solve novel challenges.



PROVIDE truly redundant network paths through our tier 1 carrier-agnostic approach, giving our customers the best mix from tier 1 carriers.



blueAPACHE's converged emPOWER Services model integrates our four core service pillars in managed services, cloud, voice, and network.

emPOWER is a unified IT-as-a-Service (ITaaS) offering that you can leverage to secure competitive advantage and scale capacity to business needs as required. The service is designed to let you focus on business goals, invest resources into innovation, and have the IT scalability to cost-effectively grow capability alongside the business.

We offer a single point of accountability for your technology and communication operations, complemented by our proactive approach to ensuring their success. Leveraging services based on our reference enterprise architecture provides greater predictability that will reduce cost, downtime, and execution time.

Contact blueAPACHE to discuss how emPOWER Connectivity can bring secure connectivity on demand to your business.

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