

APPLICATIONS DELIVERED.
DATA SECURED.

blue|**APACHE**

ACCESS THE TECHNOLOGY
YOU NEED TODAY AND
UNLOCK INNOVATIONS IN
THE FUTURE THROUGH
BLUEAPACHE'S END-TO-END
REFERENCE ARCHITECTURE,
PROVEN FRAMEWORKS AND
GUIDING PHILOSOPHY THAT
**EXTENDS YOUR BUSINESS
CAPABILITY.**

ONE PHILOSOPHY.
ONE FRAMEWORK.

EXPONENTIAL OPPORTUNITIES.

Join the world's most successful companies in trusting blueAPACHE to guide them through their full application, connectivity and cloud needs.

blueAPACHE empowers clients to innovate, explore and grow their businesses globally without worrying about the underlying infrastructure running their applications.

Since 1998, blueAPACHE has delivered IT management, strategy, and converged services to clients around the world.

blueAPACHE is a privately-owned, IT services organisation that supports clients across Australia, New Zealand, Europe, Asia, and North America. Our extensive experience and global reach are underpinned by a local approach that lets us tailor solutions that help drive your business growth while minimising costs and risk. By delivering IT as a service, blueAPACHE has revolutionised the way organisations access technology and communications.

ABOUT US

Founded in 1998, blueAPACHE delivers business-critical IT services to organisations around the world. Our team of industry specialists work together to provide outstanding solutions to the most complex technology problems. In addition to taking ownership of our clients' IT challenges, we also leverage the most sophisticated technology platforms to improve business performance, align strategy, and drive business objectives.

With technical expertise, experience and infrastructure globally available, blueAPACHE are the ideal technology partner for organisations looking for a professional IT services partner that will enable them to free up capital expenditure and focus on their core business - knowing that their IT is aligned to their needs, tailored for their objectives and underpinned by a team of industry experts. Our approach is simple. We listen.

Our emPOWER service portfolio covers four core areas and each one has security built in to every part of its DNA:



THE WORLD'S LEADING MID-MARKET IT SERVICE PROVIDER

blueAPACHE's world-class leading technology and innovative approach to IT as a Service is regularly celebrated with industry accolades. From holding the prestigious title of ARN Mid-Market Partner of the Year since 2019 to CloudTango AU Top 50, ChannelE2E Top 100 Global MSP List as well as being named by HPE, Aruba, CyberArk, Rapid 7 and Fortinet as their Partner of the Year - blueAPACHE's commitment to servicing the mid to enterprise market is evidenced on a global scale.

SUPPORTING YOUR GROWTH

Many medium and large organisations are stymied in their efforts to grow due to the cost of implementing and managing infrastructure, coupled with a lack of internal skills. blueAPACHE helps these organisations by identifying and implementing solutions to support their growth while minimising both cost and risk.

EMPOWER YOUR BUSINESS

blueAPACHE's emPOWER reference architecture and range of services revolutionise the way organisations access their business systems and applications, delivering the agility to respond to changing market conditions and capitalise on opportunities through the "pay-as-you-grow" model for technology and telecommunications adoption.

WHY CHOOSE **blueAPACHE**

GLOBAL REACH

blueAPACHE provides on-the-ground support globally through a comprehensive field services network. Regardless of where you are, we can provide the support you need.

Our highly-experienced and well-resourced team is located across the USA, United Kingdom, and Australia. We're awake when you are, with follow-the-sun IT services and support, which means there's always someone on the other end of the phone with the know-how to solve your issues and optimise your services.

TECHNICAL FOCUS

At blueAPACHE, we only hire the most talented technology experts. Then, we empower them to create innovative solutions that exceed your expectations. The services we provide reflect the strategic creativity and business acumen of our team. In fact, empowering our team is so important to our clients' success that we even named our product portfolio emPOWER.

Each of our team members has deep expertise in networks, cloud, data, and security. We understand the importance of each of these areas within the technology stack and we know how to deliver solutions that deliver tangible business results and emPOWER your business to grow.

blueAPACHE's team of support and network engineers are industry-certified from industry-leading vendors. Our highly-qualified team members are empowered to resolve your problems immediately. And, our escalation process focuses on swift and conclusive issue resolution as fast as possible.

PROPRIETARY PORTFOLIO

We're not just a reseller of another vendor's technology. We own the solutions we offer you, so we can provide elegant solutions to your most complex technology problems. We take ownership of your IT challenges and focus all our attention on how we can help improve your business performance and drive your business objectives.

We're constantly looking for ways to improve our offering to add greater value to your IT investment and better address the unique challenges your business faces. The blueAPACHE emPOWER service portfolio helps you connect teams together, communicate effectively across your business, access the infrastructure you need, and support your business goals.

GENUINE ACCOUNTABILITY

In 2010, blueAPACHE built our own cloud platform to industry-leading standards. Today, we remain one of the few technology organisations to own our technology and communications services. This means we have 100 per cent influence over how they're managed and delivered, letting us be truly accountable for your results.

Because blueAPACHE owns the infrastructure and platforms used to deliver your managed services, we are fully accountable. We're not reselling other vendors' solutions, so we have the flexibility to change everything and deliver anything according to your needs.

By providing you with a single point of accountability, we remove the complexity and inefficiency that arises when multiple vendors fail to take responsibility for an issue. Instead, we take full ownership and do whatever it takes to solve your challenges.

emPOWER SERVICES

blueAPACHE is dedicated to aligning business governance requirements to support the risk profile of organisations. Consequently, blueAPACHE has identified security not as a siloed area but, rather, as a practice that is instilled in the entire service portfolio. Each of the four service pillars has security built into its DNA. Furthermore, blueAPACHE takes a consultative approach catered uniquely to each organisation's digital readiness. Our solutions encompass four service pillars:



EMPOWER CONNECTIVITY

Doing business in a digital world means uptime and connectivity are non-negotiable business requirements. You need to support your hybrid workers, keep business locations online, and comply with increasing requirements around data security and accessibility. This requires a network that is fully managed, stable, and secure. You need the freedom to choose technologies and access methodologies that are fit for purpose, using a combination of wired and wireless network technologies that provide a single, secure network for your entire business. blueAPACHE provides flexible and reliable data and internet connectivity that works for your users. Like turning on the lights in the morning, emPOWER Connectivity is reliable, consistent, and essential to your business.



EMPOWER COLLABORATION

Keeping your team members in touch is crucial to running an efficient and collaborative business. Whether you need an on-premise, mobile, managed, hosted, or hybrid solution, emPOWER Collaboration will keep your team connected. blueAPACHE offers a complete telephony, unified communications, and call centre management solution as a service. It's simple to manage and gives you the capabilities that were previously only available to large enterprises, at a fraction of the cost and complexity. With emPOWER Collaboration, you don't have to pay for expensive hardware and infrastructure, now or in the future. Instead, you can access advanced enterprise-grade features while paying a fixed monthly fee. This makes it easier on your budget while letting your business compete at a higher level.



EMPOWER CLOUD

blueAPACHE's ISO 27001 certified emPOWER Cloud puts the security, flexibility and agility of the cloud in your hands with unrivalled uptime and world-class infrastructure. Enterprise-grade infrastructure and business ready applications, private networks, and security solutions are combined to give your business the ultimate cloud experience, whether it be on-premise, public or private cloud. You can improve your business performance while reducing both cost and risk in the cloud. Even more importantly, you can free up your IT staff's time to spend on more valuable activities than 'keeping the lights on', since emPOWER Cloud is fully managed and supported by blueAPACHE. With a more scalable, accessible, and agile network, blueAPACHE emPOWER Cloud delivers strong return on investment.



EMPOWER MANAGED SERVICES

As your organisation grows, your IT team can become overwhelmed with help desk and support queries, network management issues, security and server management requirements, mobility needs, and disaster recovery. Just managing these day-to-day requirements can take up so many resources that your IT team could find itself unable to innovate and proactively improve your systems for further growth. blueAPACHE emPOWER Managed Services can work as an extension of your IT team or as a fully outsourced solution. Our highly capable team is one of the best technical services teams in the industry and can correct issues immediately. Our portfolio of blue-chip customers, with thousands of users across the world, relies on emPOWER Managed Services to keep their business up and running seamlessly. Use the team in whatever way makes sense for your business, secure in the knowledge that our global team has you covered 24/7 no matter where you are in the world.

blueAPACHE REFERENCE ARCHITECTURE

blueAPACHE takes IT as a Service one step further by integrating our four service pillars into a single converged service. This means organisations can quickly access as much of our converged IT as a Service – as they need, when they need it.



OUR PARTNERS

blueAPACHE has always recognised the value created through partnership. The world-class technology we provide and the innovative IT as a Service solutions we develop are underpinned by collaboration with global industry specialists, including:



CORPORATE GOVERNANCE



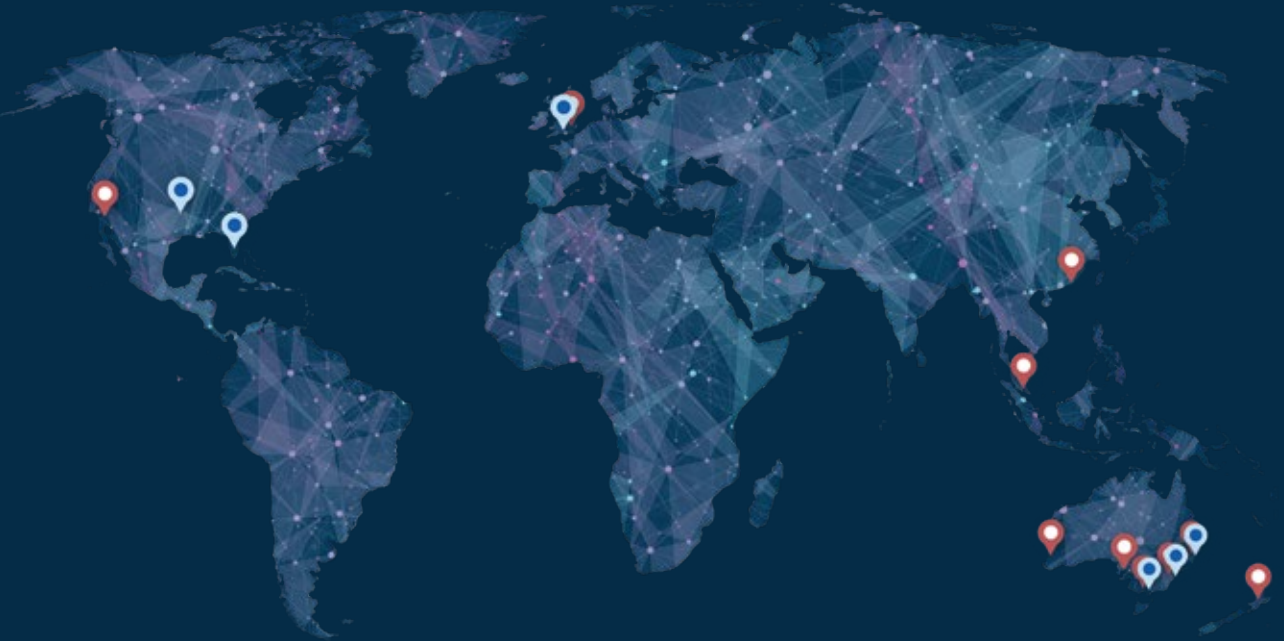
blueAPACHE is ISO 27001 certified for Information Security Management Systems, ensuring that all data and systems under our stewardship are appropriately managed and entirely secure. Our operational risk management and data protection framework has been developed over many years of experience and formalised during our ISO 27001 Certification.







blueAPACHE takes a risk-based approach to managing client technology and data, aligned with the APRA CPS 234 Standard. We have data management controls to manage and protect client's

ICT systems and data securely, compliant with NIST, and ASD Essential 8 Maturity Level 3. blueAPACHE has a multitude of controls aligned to and governed by our Information Security Management System Policies (ISMS).

Our information security officer is accountable for ensuring that blueAPACHE acts within this policy, trains internal staff and suppliers, and manages internal audits. Our data centre partners are Uptime Institute Tier III and IV certified, and we extend our core network with points of presence in numerous data centres.

blueAPACHE LOCATIONS



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|  HEAD OFFICE Melbourne 1800 248 749 |  OFFICE Sydney 1800 248 749 |  OFFICE Brisbane 1800 248 749 |
|  OFFICE United States + 18887405905 |  OFFICE United Kingdom +44 2032802679 |  DATA CENTRES in 165+ locations Locations include Australia, New Zealand, United States, United Kingdom and Singapore |



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