emPOWER
MANAGED SERVICES

blue|APACHE

AT THE CORE OF
MANAGED SERVICES
IS **EXPERTISE,
ACCOUNTABILITY,
TRANSPARENCY,
AND PARTNERSHIP**

CUSTOMER ALIGNMENT
COMES FIRST

Our managed services are built on the premise that our customers rely on technology to compete in a rapidly evolving social, business, and economic environment.
For our customers, technology enables superior customer experience, lowers operating costs, optimises profits, shortens time to market for new products and services, accelerates innovation and improves employee experience.

Established in 1998, blueAPACHE's emPOWER Managed Services is a structured framework that draws on more than two decades of business experience and insights from our more than 300 mid-tier and enterprise-sized customers.

Our delivery model is flexible, supporting customers that need a fully outsourced solution as well as those who want to augment their own IT team with specialist skills and technologies. In either case, we align to each customers' business goals and strategies.

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WHY emPOWER
MANAGED SERVICES?

Changing laws and regulations, along with increasing IT security threats require organisations to be strategic, pragmatic, and assertive in how they assess, implement, manage and maintain their technology investments.

In addition, the broadening complexity of technical requirements is impacting the cost, risk and effort associated to building out multi-disciplinary, fully-stacked in-house IT teams.

That's why blueAPACHE has developed an integrated, enterprise-grade IT support ecosystem that combines:

A highly skilled on-shore support team

A local account management team

Regular strategic and technology reviews

Best-in-class application management, monitoring, and reporting

Pro-active security management

Backup and disaster recovery solutions

End-user device provisioning

Unlimited 24/7 support

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SERVICES OVERVIEW

HELP DESK
Highly trained, support team ready to assist around the clock, wherever you are in the world.

SERVER AND DESKTOP
Managing the life cycle of your infrastructure and devices from provisioning, maintenance, management and performance reporting.

NETWORK & INFRASTRUCTURE
Complete network and infrastructure monitoring and management.

SECURITY
Security Gap Analysis audits, and managed detection and response services built on leading tools.

BENEFITS OF CHOOSING BLUEAPACHE'S MANAGED SERVICES

Our predictable pricing model lets you reliably budget your IT spend and avoid unplanned and unpredictable costs.

Australian-based service desk. Our business hours support team are located within Australia, with our global team providing after hours and follow-the-sun support. We don't outsource any of our help desk, so no matter where you are in the world and what time it is, you'll be connected to a highly trained blueAPACHE team member when you need support.

Enterprise-grade infrastructure underpins our services, which means your business will be supported by a best-in-class technology stack.

Unlimited access to our support and helpdesk services gives you peace of mind at all times of the day or night.

Our flexible offering means you can outsource your entire IT department to us or pick and choose the specific individual services and resources you need.

Highly trained, support team ready to assist around the clock, wherever you are in the world

PEOPLE AND PARTNERSHIPS

WE'RE HERE FOR YOU

Integrity and honesty, passion, and accountability are blueAPACHE core values. They underpin the strong relationships we share with our customers and reflect how we go about our business.

blueAPACHE account management teams are dedicated to the success of our customers. Each customer's team is comprised of:

- **Account Executives,** who own the strategic relationship with our clients and work closely with your executive leadership to ensure that the best commercial model is applied and continually managed.

- **Service Delivery Managers,** who own the operational relationship with our clients and are accountable for blueAPACHE's service delivery to their assigned clients.

- **Engineers,** who are experts in their field and make up the technical powerhouse that is blueAPACHE.

- **Technical account managers,** who are accountable for technical service delivery.

HELP DESK SERVICES

Our help desk services offer unlimited access to our knowledgeable technical experts who provide the help you need spanning desktop, server, telephony, networking, cloud, backup and security 24/7, wherever you are in the world. Your first point of contact in our support centre will always be a knowledgeable blueAPACHE team member.

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THE TOOLS WE USE TO DELIVER A QUALITY CUSTOMER EXPERIENCE

blueAPACHE's emPOWER Managed Services leverages specialist tools that deliver an enterprise-grade experience, incorporated into a solution accessible to enterprise-sized organisations. This includes the emPOWER Managed Services portal and tools which let us monitor, send alerts, and understand customer baseline capacity requirements.

Our customers are also given access to this same toolset. That means you can generate a holistic, integrated view of your entire IT production environment – managed and unmanaged.

MANAGEMENT AND REPORTING

emPOWER Managed Services' comprehensive monitoring solution reviews, system resource usage and offers a diligent reporting facility across servers, desktops, and networks, which are co-authored by blueAPACHE experts.

Network, server, and desktop management includes managing the complete life cycle of your infrastructure and devices, from provisioning to patching and maintenance. This minimises downtime caused by the application of service packs and revision upgrades.

Our team review customer environments regularly and highlight key issues that should be examined more closely, resulting in minimal downtime, manageable costs, and predictive capacity monitoring to manage growth.

BACKED BY A MARKET LEADING MONITORING ARCHITECTURE

emPOWER Managed Services' includes a market-leading enterprise-grade monitoring and alerting solution that allows us to configure customised monitoring and alerts that signal systems performance degradation and outages, and proactively notify around capacity and usage.

We work with each of our customers to develop a bespoke priority and escalation matrix relevant to your business, that dictates how our service desk will treat a particular type of incident. For example, if you have a business system that is critical, blueAPACHE treats it accordingly, with greater alert thresholds and higher prioritisation in the event of an issue.

blueAPACHE provides tools for remote monitoring and management of servers and end points. This solution drives our capability to provide automated patching and compliance, as well as remote management, helping to keep customer systems up-to-date, secure and within an arm's length of our tech support team.

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FLEXIBLE, PREDICTABLE AND UNLIMITED

Our emPOWER Managed Services offering is unlimited. That means once customers are signed up, they can access our support services as often as they need to, without worrying about fluctuating costs.

In the same way blueAPACHE provides its customers with assurances around high-quality service desk support staff, shared access to best-in-class toolsets, and excellence in security and compliance, we also provide assurances about our billing being simple and accurate.

AWARDS

As a multi-award winner, blueAPACHE is honoured to receive industry accolades and global recognition as one of the most innovative IT service and support providers.

ARN Innovation Award 'Mid-Market' Partner of the Year: 2019, 2020, 2021

Channel Futures MSP 501: 2013, 2014, 2015, 2019, 2021

ChannelE2E Top 100 Vertical Market Global MSP Listing: 2022, 2021

Rapid 7 APAC Fastest Growth Partner: 2022

CloudTango AU Select 2022 Top 50 Managed Service Provider: 2022

Fortinet Australian Fastest Growth Partner of the Year: 2021

CyberArk Global MSP of the Year: 2021

Hewlett Packard Enterprise Service Provider of the Year: 2021

Veeam Leading Partner of the Year: 2018

CRN Fast50 All Star: 2015, 2016, 2018, 2019

CRN Fast50: 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2019

RELY ON BLUEAPACHE

blueAPACHE's mission is to emPOWER our customers to succeed through technology. Our managed services combines our culture, mindset and capability to deliver on that mission for mid-tier, enterprise and government organisations around the world.

Contact blueAPACHE today.
1800 248 749 | www.blueapache.com

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