blueAPACHE

IT OPERATIONS EXCELLENCE AS A SERVICE

OUTPACE CHANGE.

Helping organisations outpace change through secure, reliable technology that enables transformation, innovation and long-term resilience.

APPLICATIONS DELIVERED. DATA SECURED. PROCESS AUTOMATED.

WHO WE ARE

AUSTRALIA'S MOST AWARDED IT SERVICES PROVIDER

Technology has never moved faster.

Organisations face growing cyber risk, increasing governance obligations, expanding technology estates and constant pressure to improve customer and employee experiences. IT teams are expected to deliver more while managing complexity, cost and risk.

blueAPACHE exists to simplify that challenge.

Founded in Melbourne in 1998, blueAPACHE has grown into Australia's most awarded mid-market IT services provider, helping organisations across Australia and internationally outpace change through secure, reliable technology.

We deliver IT Operations Excellence as a Service through a single, integrated operating model, bringing technology, operations and governance together to enable transformation, innovation and long-term resilience.

1998	28+	90+	165+
FOUNDED IN MELBOURNE	YEARS OF LEADERSHIP	INDUSTRY AWARDS	DATA CENTRE LOCATIONS

HOW WE DELIVER

- **Integrated operations across your technology environment**
- **Security embedded into every layer of delivery**
- **Global capability with local accountability**
- **Automation-driven operations and remediation**
- **Real-time visibility across service and user experience**

TECHNOLOGY SHOULD BE DELIVERED WITH ACCOUNTABILITY FOR OUTCOMES, NOT SIMPLY TECHNOLOGY ITSELF.

ENGAGEMENT MODEL

ONE OPERATING MODEL. THREE WAYS TO ENGAGE. ONE OUTCOME.

Every organisation has different requirements, internal capability and appetite for accountability. Rather than forcing a single engagement model, blueAPACHE provides three ways to engage through the same operating model.

01

OUTCOME

MANAGED SERVICES

End-to-end ownership of IT operations, delivering reliable performance and measurable business outcomes.

02

CONTROL

emPOWER OPERATIONAL CAPABILITY

Structured operations, governance and visibility, helping organisations drive greater consistency and control across their IT environment.

03

TECHNOLOGY

TECHNOLOGY SERVICES

Secure, reliable enterprise technology that enables transformation, innovation and connected, high-performing IT environments.

OUTCOME

MANAGED SERVICES. RE-ENGINEERED.

The traditional managed services model was built to keep systems running. We re-engineered it to help organisations outpace change.

Managed services can no longer scale on people alone. Managed Services. Re-engineered. is a fundamentally new operating model: automation-led, security-first and fully integrated, delivered across four management domains.

END USER SERVICES

Service desk, device management and workforce support that lift productivity and experience.

INFRASTRUCTURE & NETWORK

Infrastructure, networking, connectivity and the critical services that underpin operations.

MICROSOFT MANAGEMENT

Administration and optimisation across Modern Work, Azure, Security and Data & AI.

SECURITY MANAGEMENT

Operational security that improves visibility, reduces risk and strengthens resilience.

BETTER ARCHITECTURE. BETTER VISIBILITY.
BETTER AUTOMATION. GREATER ACCOUNTABILITY.

MANAGED SECURITY SERVICES

SECURITY THAT OPERATES CONTINUOUSLY

Technology controls alone do not create security outcomes.

Long-term resilience requires ongoing visibility, detection, response and governance, operated continuously rather than configured once.



01

DETECT & RESPOND

Continuous monitoring, investigation and incident response that reduce business impact and improve response times.

02

REDUCE EXPOSURE

Identifying and remediating vulnerabilities, configuration weaknesses and operational gaps that increase cyber risk.

03

ASSURE & EVIDENCE

Governance, reporting and visibility that support risk management, compliance and executive oversight.

SECURITY SERVICES

MANAGED DETECTION & RESPONSE

Continuous threat monitoring, investigation and containment.

EXPOSURE MANAGEMENT

Ongoing discovery and prioritisation of vulnerabilities and misconfiguration.

GOVERNANCE, RISK & COMPLIANCE

Frameworks, reporting and evidence for boards and regulators.

HUMAN RISK MANAGEMENT

Awareness and behaviour programs that reduce people-led risk.

emPOWER SECURITY

Integrated security operations across your whole environment.

STANDALONE OR FULLY INTEGRATED

As a standalone service or fully integrated MSP and MSSP delivery.

TECHNOLOGY CAPABILITY

TECHNOLOGY CAPABILITY, DELIVERED THROUGH ONE OPERATING MODEL.

Every emPOWER service is integrated into how your IT operates, performs and scales, delivering greater visibility, control and business outcomes.



emPOWER MANAGED SERVICES

Proactive, automated and accountable IT operations.



emPOWER SECURITY

Visibility, detection, governance and cyber resilience.



emPOWER CLOUD

Private, public and hybrid cloud built for performance and control.



emPOWER CONNECTIVITY

Secure, resilient networks connecting users, apps and locations.



emPOWER COLLABORATION

Communication services that lift productivity and customer experience.



PROCUREMENT SERVICES

Sourcing, lifecycle and licensing optimisation.



MICROSOFT SOLUTIONS

Modern Work, Azure, Security and Data & AI.



ADVISORY SERVICES

Strategic consulting to navigate change with confidence.

TECHNOLOGY ECOSYSTEM

ENTERPRISE TECHNOLOGY. EXPERTLY INTEGRATED.

We work with leading global technology providers to deliver secure, reliable and high-performing environments that enable transformation and innovation.

INFRASTRUCTURE, CLOUD & DATA	Microsoft, HPE, NetApp, vmware, AMD, VEEAM, Zerto
NETWORK & DATA CENTRE	CISCO, cisco Meraki, EQUINIX, NEXTDC
SECURITY	mimecast Certified Partner, HUNTRESS, CYBERARK, FORTINET, paloalto NETWORKS, TREND MICRO, RAPID7
MODERN WORK & COLLABORATION	zoom, RingCentral, citrix
DEX, AUTOMATION & END USER	controlUP, ninjaOne, hp
DISTRIBUTION & LICENSING	INGRAM MICRO, one

THESE TECHNOLOGIES SUPPORT THE OPERATING MODEL. THEY DO NOT REPLACE IT.

WHY BLUEAPACHE

A SINGLE OPERATING MODEL. A SINGLE POINT OF ACCOUNTABILITY.

We take ownership of how IT operates, performs and evolves, bringing services, security, operations and governance together to eliminate fragmentation and provide clear accountability.

WHAT SETS US APART

- **Integrated service architecture across your environment**
- **Fully integrated MSP and MSSP delivery**
- **Proven operating model, run as Customer Zero**
- **Enterprise-grade capability, built for the mid-market**
- **Global capability with local accountability**

WHAT YOU GAIN

01 **Actionable insight and operational visibility**

02 **Improved service performance and user experience**

03 **Stronger security posture and compliance outcomes**

04 **Optimised cost and operational efficiency**

05 **Readiness for AI and future change**



ISO/IEC 27001 CERTIFIED

Independently certified to the international standard for information security management.

90+

INDUSTRY AWARDS

Including CRN Fast50, ARN Innovation Awards, Channel Futures MSP 501 and Canalys.

INDUSTRIES WE SERVE

Healthcare & Aged Care	**Not for Profit**	**Financial Services**	**Professional Services**
Transport & Logistics	**Retail & Consumer Services**	**Utilities**	**Government & Public Sector**

PROVEN OUTCOMES. REAL RESULTS.

SEALY OF AUSTRALIA

RETAIL & CONSUMER

A reliable international network across offices and manufacturing sites.

ARCHERS

UTILITIES

Managed services, network monitoring and cloud-ready infrastructure.

BROTHERHOOD OF ST. LAURENCE

NOT FOR PROFIT

Network, cloud and managed services modernised as the organisation rapidly expanded.

blueAPACHE

READY TO OUTPACE CHANGE?

ONE PARTNER.
ONE OPERATING MODEL.
ONE CONVERSATION TO GET STARTED.

SPEAK WITH BLUEAPACHE TODAY

WEB
blueapache.com

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