

# CAPABILITY STATEMENT



MANAGED I.T.



BUSINESS CLOUD



PREMIUM TECHNOLOGY



INDUSTRY SOLUTIONS



# PARTNERSHIP BUILT ON TRUST

For more than 17 years FocusNet Technology has been providing exceptional I.T. services for key Australian industries. With a proactive approach to technology, we are helping business leaders achieve their goals by empowering productivity, security and compliance with innovative end-to-end I.T. solutions.

We understand how important the performance and reliability of your ICT is to your business, not to mention the effort and resources you need to monitor its health continuously, manage hardware and software vendors, and keep up to date and compliant across the board.

We pride ourselves on consistently exceeding expectations by offering a personal, consultative approach to identifying your specific needs and recommending solutions that best fulfil your unique requirements.

Backed by a highly skilled team, combined with a dedication to remaining on the pulse of new technological developments ensures a partnership with FocusNet Technology is a winning one.



**Andrew Barbara**  
Managing Director



# ABOUT FOCUSNET

Since 2004, FocusNet Technology's Perth headquarters has been the centre of our exceptional I.T. services. We offer a range of solutions, for key industry verticals in small to medium enterprises (SME) and large-scale global enterprise markets. Our professional approach and attention to detail provide confidence in everything we do.

FocusNet Technology brings together the best in I.T. solutions and services. Outstanding people, world-class partners and proven experience, backed by our dedication to client-focused services, and commitment to innovation, ensure that our customers derive actual and true business outcomes, placing us at the forefront of our industry.

We partner with customers to design and implement bespoke technology solutions and deliver premium end-to-end I.T. service.

Our expertise in designing, building and managing all aspects of I.T. helps customers deliver on their promises.

Our solutions are designed from the ground up within a framework to suit your individual business's needs. We guarantee to provide high availability and performance, scalability, functionality, ease of use and reliability.

FocusNet Technology will allow you to considerably improve your business's efficiency and productivity. Working with FocusNet Technology often results in a reduction in capital expenditure for your business, improves the company's asset value and generates increased interaction with all stakeholders.

## Some of our Partners:



As new offerings continue to emerge, we will ensure that adaptability of these business offerings will be included across all our services.

# WHAT CAN WE DO FOR YOU?



## Business Continuity

FocusNet Technology can work with you to develop IT systems that meet your business requirements while providing resilience, recovery and contingency for any challenge. The constant demand from end-users and customers to access data and applications 24/7 with little to no downtime or data loss is our speciality.

Our team works with various vendors to provide hardware, software and cloud-based solutions, guaranteeing 99.9% uptime.

## Mobility

Today's employees and consumers are not only demanding access whenever and wherever; the expectation is to have this level of access on any device. Your organisation can take advantage of this trend by providing innovative mobile solutions that drive your business. FocusNet's expertise will support you to create a mobility solution to take your organisation to the next level.

## Cloud Solutions

Cloud services are transforming the way businesses utilise IT infrastructure and services. Cloud services enable on-demand access to IT resources allowing for quick scalability and flexibility.

Suppose you are considering your options in the cloud. In that case, FocusNet Technology can advise and support you to make the most of cloud services to provide secure, reliable and cost-effective solutions. We work with a range of cloud providers, including AWS, Microsoft Azure and Telstra.

## IT Strategy & Design

FocusNet Technology can help your organisation to map an IT strategy that aligns with your strategic business initiatives. We manage and participate in performance accountability, business review meetings, the final point of escalation, IT assessments and recommendations, roadmaps, policy review, and expert advisory services.



# WHAT CAN WE DO FOR YOU?



## Managed IT

Our Managed I.T. services exist to give you peace of mind. We provide a partnership based on trust, technology and business growth. Our team of engineers are dedicated to working with you to ensure your technology needs are accomplished smoothly, efficiently and consistently. We take care of your I.T. so you can focus on running your business.

## Procurement

Suppose you are looking to upgrade a small fleet of desktops or procure thousands of devices each year. In that case, FocusNet Technology has the expertise and partnerships in place to provide premium procurement solutions.

Our team can customise a solution that takes the pain out of the procurement process and frees your staff to work on their core business. FocusNet Technology has partnered with major vendors to provide you with the best value solutions.

## Projects

Is your infrastructure fatigued and ageing? FocusNet Technology provides access to enterprise-level server, storage and networking products. In partnership with leading vendors, our skilled engineering team will design, migrate and implement a high-grade IT infrastructure to deliver an effective and reliable service to your business.

- ✓ End-to-end business IT solutions
- ✓ High availability solutions
- ✓ Virtualisation services
- ✓ System and data migrations
- ✓ Backup and disaster recovery
- ✓ System audit and design services
- ✓ Hyper-converged solutions
- ✓ High-speed Internet and Telephony Solutions
- ✓ Unified Communication Systems (UCS)
- ✓ Server, storage, network and firewalls
- ✓ Cybersecurity and antivirus solutions
- ✓ Email archiving systems



# WHAT CAN WE DO FOR YOU?



## Internet Solutions

FocusNet Technology is proud to be a new breed of Internet and Cloud service provider, offering a host of 21st century Cloud and Communications Technology solutions for your business.

FocusNet Technology offers a broad range of business solutions, including and not limited to the following:

- ✓ Fibre Internet
- ✓ NBN / Business NBN
- ✓ Fixed Wireless
- ✓ 4G Internet / Backup
- ✓ MPLS / Virtual Private Networks
- ✓ Datacentre Co-Location
- ✓ Metro Ethernet

## Telephony

FocusNet Technology has extensive experience in providing fit-for-purpose telephony solutions, from fully managed cloud-based systems right through to onsite unified communications solutions.

## Software Development

FocusNet Technology connects your business applications for seamless business operations as well as providing tailored application integration solutions. When you have an industry-specific business requirement that an off-the-shelf package cannot meet, we can help.

FocusNet Technology has delivered applications for organisations across a variety of industries. Solutions provided include and are not limited to ERP, Job Management Systems, CRM database, portal and collaboration, Intranets, migrating legacy applications to current standards-based systems, business applications, Web services, plus wireless and mobile solutions.

Our Project teams apply and utilise ITIL and Six Sigma methodologies, which combines best practices in the design of a project, the process and quality management.



# WHAT CAN WE DO FOR YOU?



## SOE Development & Imaging

Need advice on establishing a standard operating system? FocusNet Technology can help to create and deploy a Standard Operating Environment (SOE) for any device.

## Mobile Device Management

We have expertise across a range of Mobile Device Management (MDM) systems. We can help you choose the right one for your business and set it up to simplify the management of devices, saving you time and money.

## Break-Fix Services

Prompt repair of devices is essential to the smooth running of a business. Our certified technicians, together with our online ticketing system, provide an efficient and reliable break-fix service to your business. Our reporting systems allow us to analyse and report on repair rates and identify common fault trends. Rely on FocusNet Technology to manage and support your device fleet:

- ✓ Same day or next day
- ✓ Onsite, daily visit or as required
- ✓ Capped repair cost programs
- ✓ Warranty and break-fix services
- ✓ Insurance claims



# CUSTOMER CARE



## HelpDesk Support

The company's success has been built on a reputation of producing solid, quality work and maintaining a clear customer focus. We maintain our focus on the quality of our deliverables, allowing the continuous improvement of our service offering.

FocusNet provides ICT Support through 2 primary methods of communication:

- (a) Phone Call
- (b) Email to our CRM

All support works will be logged in 15 minute increments against a ticket number provided by our Customer Relationship Management (CRM) Software. The works will be acknowledged within 2 hours, assigned or escalated where required and resolved in due course.

## Quality Assurance

We have implemented ITIL4 and have a dedicated ITSM for management of this and all aspects of interactions.

As a business, we are ISO 9001:2015 accredited and working towards ISO 27001, as such we have a working set of internal policies and procedures for all functions and to manage all risks including that of People and Technology.





Providing Reliable IT Services  
Australia wide.



PERTH

SYDNEY

MELBOURNE

[sales@focusnet.com.au](mailto:sales@focusnet.com.au)

1300 077 777

[focusnet.com.au](http://focusnet.com.au)

Head Office:

28 Brown Street

East Perth

WA 6004

