CAPABILITY STATEMENT

MANAGED I.T.

BUSINESS CLOUD

PREMIUM TECHNOLOGY

INDUSTRY SOLUTIONS

FOCUSNET
TECHNOLOGY

FOCUSNET
TECHNOLOGY

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EXECUTIVE SUMMARY

A partnership built on trust

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

FocusNet Technology was founded in 2004 by Andrew Barbara. Today, the leading tech company offers a range of solutions for key industry verticals.

FocusNet brings together the finest in Information & Communication Technology (ICT) solutions and services. With outstanding people, world-class partners, proven experience, backed by a dedication to client-focused services and commitment to innovation, ensures that customers derive actual business outcomes.

FocusNet is partnering with customers across Australia to strategise and implement bespoke technology solutions delivering a premium end-to-end technology service. Tailored solutions are designed from the ground up within a framework to suit individual businesses' needs, guaranteeing high availability and performance, scalability, functionality, ease of use, and reliability.

The FocusNet team provide specialist consulting services for businesses looking to leverage technology to improve business performance. All the consultants possess an intimate knowledge of the relationship between ICT services and insurance. They have demonstrated experience in delivering technology solutions for a wide range of business types and industry sectors but carry a specific skillset in InsureTech and knowledge of the intrinsic integrations of the insurance industry.

The company's innovative and leading-edge cloud infrastructure is owned and operated by FocusNet Technology and is based locally in Australia. This allows the provision of cloud services with the highest security and compliance with all AFSL obligations.

FocusNet Technology proudly boasts an end-to-end technology solution that outshines its competition for ease of use, security and return on investment.

Partnerships:

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

CASE STUDY REFERENCE 1

Oracle Group (Australia)

THE SCENARIO

Oracle Group approached FocusNet Technology because while they felt their current provider could manage the IT for the business, they wanted to harness the expertise of an insurance technology specialist that would help lift the business to the next level. Oracle intended to align with a reliable partner for the long run to position the company for future growth and market expansion.

We offered Oracle a custom end-to-end solution that would essentially upgrade their entire ICT infrastructure.

Our skilled team strategised and designed a solution that would provide the business and the AR's with a robust, highly secure and efficient platform. The implementation included:

- ✔ A Cloud-Based Solution (CoverCloud).
- ✔ Leading-Edge Technology and Systems.
- ✔ VoIP Phone System.
- ✔ High-Grade Firewall & Cybersecurity System.
- ✔ High-Speed Internet Solution.
- ✔ Hardware & Software Management.
- ✔ IT Strategy & Management Solutions.

THE OUTCOME

FocusNet's skilled team were able to deliver the tailored end-to-end ICT solution for Oracle's some 180 staff across the six office locations in Australia. The new infrastructure has bolstered the level of security and compliance for the entire network, including the AR's. The solution has also significantly increased the operational efficiency for the business as all data and software applications have been appropriately integrated and are centrally managed. The Internet was also upgraded to a high-speed connection, and a brand new cloud-based phone system has been installed, allowing all the staff to work very effectively both in the office and remotely.

In addition to the new system, Oracle has the expert support they need with a technology partner to help them achieve and sustain business goals. FocusNet is now in the process of working with Oracle on implementing automation technology that will catapult not just Oracle but potentially the insurance broking industry into a new way of doing business.

DELIVERED RESULTS

- ✔ Custom End-to-End ICT Solution.
- ✔ Enterpise-Level Cybersecurity across the Business Network including AR's.
- ✔ Increased Software/Hardware Efficiency.
- ✔ Fully Integrated Cloud Phone System.
- ✔ Effective Automation Technology for Contract Binding and Refunds.
- ✔ Dedicated 24/7 Service Desk Support.
- ✔ Significant Capital Expense Savings.

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CASE STUDY REFERENCE 2

Trident Insurance Group

THE SCENARIO

With a strong focus on customer-centric service, Trident Insurance Group was concerned that their existing IT infrastructure wasn't quite up-to-scratch. The staff were experiencing regular downtime sapping the business of productivity and negatively affecting their customer's experience.

FocusNet's senior network specialist assessed the current setup highlighting some crucial components that required upgrading.

With the added insight, we offered a specific cloud-based solution that would help to serve the business much more effectively.

We advised of some technology improvements that would increase operational efficiencies, reduce downtime to next to nothing, and the added benefit of enterprise-grade data security and compliance.

The implementation included:
- A Cloud-Based Solution (CoverCloud).
- Leading-Edge Technology and Systems.
- Premium Exchange MailBox's.
- High-Speed Internet Service.
- Quality Cloud Phone Solution.
- Enterprise-Level Cybersecurity Solution.
- Bill Smoothing – Single Supplier & Fixed Fee.
- Ongoing IT Management Solutions.

THE OUTCOME

FocusNet delivered the proposed solution migrating all the data from the aging legacy infrastructure to FocusNet's secure datacentre. The new cloud system has increased Trident's level of cybersecurity & compliance and has addressed their lost productivity issues.

This outcome has empowered Trident to seamlessly scale the business and set up their entire staff base to work remotely without worrying about security issues. By choosing FocusNet as their IT partner, Trident were able to cut capital expenses and have aligned their technology with the businesses values.

DELIVERED RESULTS

- Increased Data Protection & Back Up.
- Significantly Reduced Downtime.
- Increased Software/Hardware Efficiency.
- High-Speed Access, Anywhere, Anytime.
- Dedicated 24/7 Service Desk Support.
- Substantial CapEx Savings.

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END TO END I.T. YOU CAN RELY ON   CAPABILITY STATEMENT

CASE STUDY REFERENCE 3

Unity Insurance Brokers

THE SCENARIO

Unity Insurance Brokers came to us with a growing problem - the company was heavily reliant on their internal Line-of-Business software program running on an aging Unix platform.

After further investigation, we also discovered outdated PC's, a server that was only two years old but not running efficiently and requiring critical upgrades, and a range of varying Microsoft office versions that weren't effectively communicating with each other

These underlying technology issues were a cause of incredible frustration for the staff and resulted in frequent downtime and lost productivity.

Our specialised engineers assessed current operations and identified several critical areas that needed to be addressed. FocusNet offered a simplified, cost-effective solution that worked to take all the pain away for Unity Insurance Brokers.

The implementation included:
- ✔ A Cloud-Based Solution (CoverCloud).
- ✔ Leading-Edge Technology and Systems.
- ✔ High-Speed Internet Connection.
- ✔ VoIP Phone System.
- ✔ Bill Smoothing – Single Supplier & Fixed Fee.
- ✔ Ongoing IT Management.

THE OUTCOME

Our team was able to unify all software on FocusNet's CoverCloud solution, upgrading the aging Unix platform to a modern Linux system. The old PC's were once again adequate due to the ability to offload all computer processing onto the cloud platform. All the Microsoft Licensing and configuration issues were resolved and a fully integrated Cloud-Based Phone System has eased much frustration.

The solution provided has saved Unity Insurance Brokers tens of thousands over the years. The majority of ICT costs now a monthly operational expense rather than significant periodic capital expenses.

DELIVERED RESULTS

- ✔ Increased Data Protection
- ✔ Reduced Downtime
- ✔ Increased Software/Hardware Efficiency
- ✔ Higher Quality Integrated Phone System
- ✔ Dedicated 24/7 Service Desk Support
- ✔ Significant IT Cost Savings

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CASE STUDY REFERENCE 4

GSK Insurance Brokers

THE SCENARIO

GSK Insurance Brokers core ethos is to stay at the forefront of the industry by ensuring they deliver up-to-date advice and solutions for their customers. As such, GSK was seeking to implement the best technology to operate efficiently and safeguard the business and customers against cyber risks.

Our InsureTech specialists worked with GSK to design a highly reliable and secure solution that will satisfy all their IT requirements not just for the immediate situation but with a long-term outlook.

Our technical engineers reviewed the current infrastructure and uncovered several essential areas that required fixing and other mechanisms that could be improved to help boost efficiency. FocusNet offered a simplified all-in-one solution to establish a more secure network with leading-edge technology.

The implementation included:
- A Cloud-Based Solution (CoverCloud).
- Enterprise-Level Cybersecurity Solution.
- Premium Exchange MailBox's.
- High-Speed Internet & Cloud Phone System.

THE OUTCOME

Since CoverCloud has been implemented, GSK is now fully equipped with an IT system that is completely secure, reliable and fully supported. The business has increased its productivity by cutting downtime due to server issues and unreliable internet and phone systems.

GSK now have access to the expert support necessary to get their job done, benefitting from proactive recommendations of new ways to do it better. The new solution has positioned the company to continue to provide its high-level customer service and handle new growth.

DELIVERED RESULTS

- Increased Data Protection & Back Up
- Significantly Reduced Downtime
- Increased Software/Hardware Efficiency
- High-Speed Access, Anywhere, Anytime
- Dedicated 24/7 Service Desk Support
- Substantial CapEx Savings

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CASE STUDY REFERENCE 5

Phoenix Insurance Brokers

PHOENIX
INSURANCE BROKERS

THE SCENARIO

Phoenix Insurance Brokers is one of WA's largest brokers. With a strong focus on building trusted relationships, Phoenix came to FocusNet looking to establish a partnership with an IT specialist they could rely on to provide proactive strategy and the support they need to grow the business.

FocusNet's senior engineers performed some discovery sessions with Phoenix and advised on the key system components that should be addressed.

FocusNet offered a comprehensive solution that would set Phoenix up with the right technology to realibly and securely increase their business.

The implementation included:
- ✔ A Cloud-Based Solution (CoverCloud).
- ✔ Enterprise Grade Technology and Systems.
- ✔ Cloud Phone & Fax System.
- ✔ High-Speed Internet & 4G Failover.
- ✔ Proactive IT Management.

THE OUTCOME

The team at FocusNet provided a custom I.C.T. solution for Phoenix's four WA office locations. The CoverCloud solution has strengthened the cybersecurity and compliance for the whole network. This new technology has considerably boosted productivity as all data and applications are now centrally managed and effectively integrated into business operations.

FocusNet Internet with a 4G failover solution has been established to deliver high-speed access and guaranteed uptime for the entire business. A brand new cloud-based phone and fax system has been installed, allowing all the staff to work effectively in the office and remotely. Phoenix is now fully equipped with the IT infrastructure and expert support required for the business's ongoing success.

DELIVERED RESULTS

- ✔ Expert IT Strategy & Management
- ✔ Increased Cybersecurity
- ✔ Guaranteed Uptime
- ✔ Increased Operational Efficiency
- ✔ High Quality Integrated Phone/Fax
- ✔ High-Speed Internet Solution
- ✔ Dedicated 24/7 Service Desk Support

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CUSTOMER SUPPORT

Service Desk

The company's success has been built on a reputation of producing solid, quality work and maintaining a clear customer focus. As such, we provide all customers access to a dedicated Service Desk. Our customer Service Desk, based in East Perth, is availble 24/7.

Our customer support uses a tiered escalation framework consisting of highly skilled Level One, Level Two and Senior Engineers overseen by our Operations Manager and underpinned with an explicit Service Level Agreement (SLA).

All support works are logged against a ticket number provided by our IT Service Management (ITSM) Software. The requests are acknowledged within 2 hours, assigned or escalated where required and fulfilled according to our SLA.

As new support tickets are created in our ITSM, the Operations Manager will review and confirm the correct assignment of tasks to the most suitable candidate. Tasks/projects are assigned considering the technical ability and current priorities aligned with our service standards.

Phone Support
If you require urgent support or when you just need to talk, our service team is availble to receive your call. For any emergency issues our dedicated 'after-hours' phone service is available 24/7.

Email Support
For regular service requests, customers can email our dedicated support email. This will automatically log new tickets into our ITSM allowing our team to quickly manage and resolve the request.

Break-Fix Services
Prompt repair of devices is essential to the smooth running of a business. FocusNet's certified technicians, together with the 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 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

PRICING

FocusNet Technology's solutions provide greater productivity for your staff. Our expert team takes complete control of your ICT systems for a fixed monthly fee, ensuring systems run efficiently, with faster response times, resulting in less downtime and happier staff.

Our ICT packages include all the required services to suit each organisation's unique network environment, level of demand, staff numbers, and hardware age.

We typically offer two pricing models depending on the required infrastructure and amount of system users.

All-Inclusive Package

As the name suggests, this package essentially includes everything. Access to the secure CoverCloud platform with Multifactor Authentication, Application Whitelisting, Microsoft 365 licenses, Exchange Mailbox's, ~50Gb Data Storage Per User, and Unlimited Access to 24/7 Support - Excluding larger projects which will be quoted prior to the start of the work.

This pricing model works well for smaller businesses with 5-20 users. There is an inflection point as the business scales above 20 seats where the 2nd pricing model becomes a more suitable solution.

Split Cost Package

This pricing model is most suited for businesses with at least 20 users. The costs are broken down into separate items allowing the business to scale without incurring unnecessary expenses.

For example, instead of ~50Gb data per user, a fee for the total amount of storage works better as the business only pays for what is being used. Also, larger organisations often have internal IT resources and may not need the full coverage of our Service Desk support. In this case, the support tickets can be charged on an ad-hoc basis at our hourly rate.

We recognise each organisation is different in scope and require a tailored approach. Our senior engineers carefully evaluate each environment and recommend a model that is most suited to the business.

Other Fees

Outside of the fixed monthly price, new customers will incur an establishment fee and may be required to pay for once-off implementation, migration and training costs, and any new hardware. Out of scope support requests or Project works not included in the Service Agreement will be quoted separately or charged at our hourly rate.

SECURITY & COMPLIANCE

Data Security & Privacy

We ensure that all data is kept private and secure in the following ways:

Enterprise Grade Firewall Systems
- ✔ Covercloud is protected by Palo Alto Networks and Cisco Firewalls and communications devices.
- ✔ These systems are maintained by our in-house engineering teams, and backed by the vendor's engineering support.

Multi-Layer Data Separation Systems
- ✔ All data is placed in a dedicated location only accessible by the intended party.
- ✔ Multiple layers of permissions / security are applied to the location.

Data Safety / Encryption
- ✔ All data is encrypted whilst "in-flight".
- ✔ Our physical systems are operated out of secure facilities where access is only gained after several successful challenges, including physical and Biometric security.
- ✔ All Systems are operated within Australia ensuring compliance with Australian government laws regarding data sovereignty.
- ✔ All data in back-up and DR systems are fully encrypted.
- ✔ Any offline data is also fully encrypted.

System Security
- ✔ Datacentres are ISO 9001 and ISO 27001 certified at minimum.
- ✔ Cloud Services are ISO 9001 and ISO 27001 certified at minimum.
- ✔ All web traffic is filtered before it is allowed to be accessed.
- ✔ Multiple layers of Anti-Virus systems are in place.
- ✔ Regular systems checks and intrusion detection are run.
- ✔ Quarterly third-party penetration testing is undertaken.
- ✔ Multiple systems are in place to stop Zero Day threats as much as technically possible.
- ✔ Application Whitelisting has been implemented and is continuously monitored.
- ✔ Threats and Vulnerabilities are continually monitored by FocusNet and Partner teams, our engineering team will adjust and optimise security systems to mitigate against any new threats.

SECURITY & COMPLIANCE

System Backup & Disaster Recovery

FocusNet has multiple protections in place:

Data Backup and Disaster Recovery
- ✔ Systems are protected by several backup systems
  - ✔ 4 Hourly Data Backups – Including Open Files / Databases
  - ✔ Hourly Data Snapshotting.
  - ✔ Backup Data is kept offsite to the main datacentre and is all fully encrypted.
  - ✔ Backup Data is kept for a period of 12 months (Longer retention periods are available upon request).

Backup and DR Testing
- ✔ A weekly DR Testing regime is in place to ensure the effectiveness of Backup Systems and Disaster Recovery is undertaken.
- ✔ Testing of backup systems includes individual file restores, as well as full system restores.
- ✔ Testing of DR systems includes ensuring all DR specific networking functions as expected and work-loads transfer fail-over and fail-back properly.

IT Disaster Recovery Plan
- ✔ In the event of a disaster occurring at primary premises, CoverCloud will remain operational due to the offsite nature of the system. FocusNet can assist business operations by providing temporary devices and assistance for staff to operate from alternate locations, including home offices etc.
- ✔ In the event of disaster occurring within FocusNet's primary operations, detailed plans have been crafted to maintain operations at our secondary locations.

Notifiable Data Breaches Scheme

FocusNet is aware of the mandatory NDB Scheme and has worked to be compliant with the regulations set forth in the legislation. FocusNet is committed to continuous disclosure, our role in any possible breach will adapt dependent upon the nature of the breach.

SERVICE OFFERING
What FocusNet can do for you

Business Continuity

FocusNet Technology works to develop IT systems that meet specific 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 a 99.99% 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. FocusNet's engineering team work with clients to create a mobility solution that helps to drive business.

Cloud Solutions

FocusNet Technology advises and supports clients to make the most of cloud services to provide secure, reliable and cost-effective solutions. In addition to building our own secure cloud platform, we can design a tailored cloud solution for our clients by working with a range of cloud providers, including AWS and Microsoft Azure.

IT Strategy & Design

FocusNet Technology works with business leaders to map an IT strategy that aligns with 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.

SERVICE OFFERING
What FocusNet can do for you

Managed IT

Our Managed Service exists to provide peace of mind for business owners. We provide a partnership based on trust, technology and business growth. Our team of engineers are dedicated to working with our clients to ensure technology needs are accomplished smoothly, efficiently and consistently. We take care of the IT so our clients can focus on running their business.

Procurement

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 strategic alliances with leading industry hardware and software vendors, allowing us to deliver the best solutions anywhere. Our team commission, install, and (where necessary) provide training for the hardware we sell, resulting in full value from your purchase.

Projects

FocusNet Technology provides tailored on-premises and cloud based IT environments. In partnership with leading vendors, our skilled engineering team design, migrate and implement high-grade IT infrastructure to deliver an effective and reliable service to businesses of all sizes.

- End-to-end business IT solutions
- Public cloud platforms
- 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

SERVICE OFFERING
What FocusNet can do for you

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.

SOE Development & Imaging

FocusNet Technology can help to create and deploy a Standard Operating Environment (SOE) for any device.

Mobile Device Management (MDM)

We have expertise across a range of Mobile Device Management (MDM) systems. Our technicians assist in selecting the best solution and set it up to simplify the management of devices, saving on time and money.

Software Development

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

Our team of engineers have 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 Agile methodologies, which combines best practices in the design of a project, the process and quality management.

SERVICE OFFERING
What FocusNet can do for you

Cybersecurity

FocusNet Technology evaluates how clients have addressed IT infrastructure fundamentals—security, controls, availability, reliability, assurance, and trust. A breakdown in any of these critical areas can damage both the business and customer confidence.

As a premium end-to-end managed IT solution, the mitigation strategies are customised based on each organisation's risk profile and the adversaries they are most concerned about.

Our team helps in the following areas:
- Information integrity and threat analysis
- Vendor and third-party risk management
- Regulatory reviews
- ICT controls effectiveness
- Identity access management
- Privacy & security policy management

We also assist clients design and implement security architectures to address risk issues. This helps create a complete IT risk reduction to ensure confidentiality, integrity, and availability.

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.

We offer a broad range of business solutions, including and not limited to the following:

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

GOVERNANCE & QUALITY ASSURANCE

At FocusNet Technology, we have implemented ITIL4 and have a dedicated ITSM to manage all aspects of interactions.

FocusNet Technology adheres to the highest standards set forth by ASIC, APRA and International Organisation for Standardisation (ISO). This allows us to effectively manage all risks, including that of people and technology.

A leadership review team is established as per ISO requirements to continually manage and monitor compliance across all business areas, being accountable for the effectiveness and performance of the system whilst promoting a continuous improvement culture.

FocusNet Technology is certified to international standards, complying with ISO 9001:2015. The organisation consistently provides products and services that meet customers and regulatory requirements.

MANAGEMENT TEAM

Managing Director

Andrew Barbara
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Andrew has more than 20 years of experience in IT services, founding FocusNet Technology in 2004. His extensive knowledge and passion for business technology solutions place him and FocusNet at the forefront of the industry. Andrew has developed deep relationships in the insurance industry, providing a unique specialisation in InsureTech.

Operations Manager

Adam Arkwright
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With over 15 years of experience, Adam has a demonstrated history of managing all aspects of the Managed Services offering locally and nationally. Adam's background in managing customers technology and service teams make him an invaluable team leader for FocusNet Technology.

MANAGEMENT TEAM

Administration Manager

Penny Heath
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With more than 25 years of experience, Penny is FocusNet's high calibre administration manager. Penny has developed a wealth of business skills managing a broad scope of operations for Australia's heavy hitters BHP, Rio Tinto, Boral and GHD. Penny is an invaluable asset to FocusNet, heading up the Accounts & HR Departments and managing contracts, vendors, hardware orders, among other company operations.
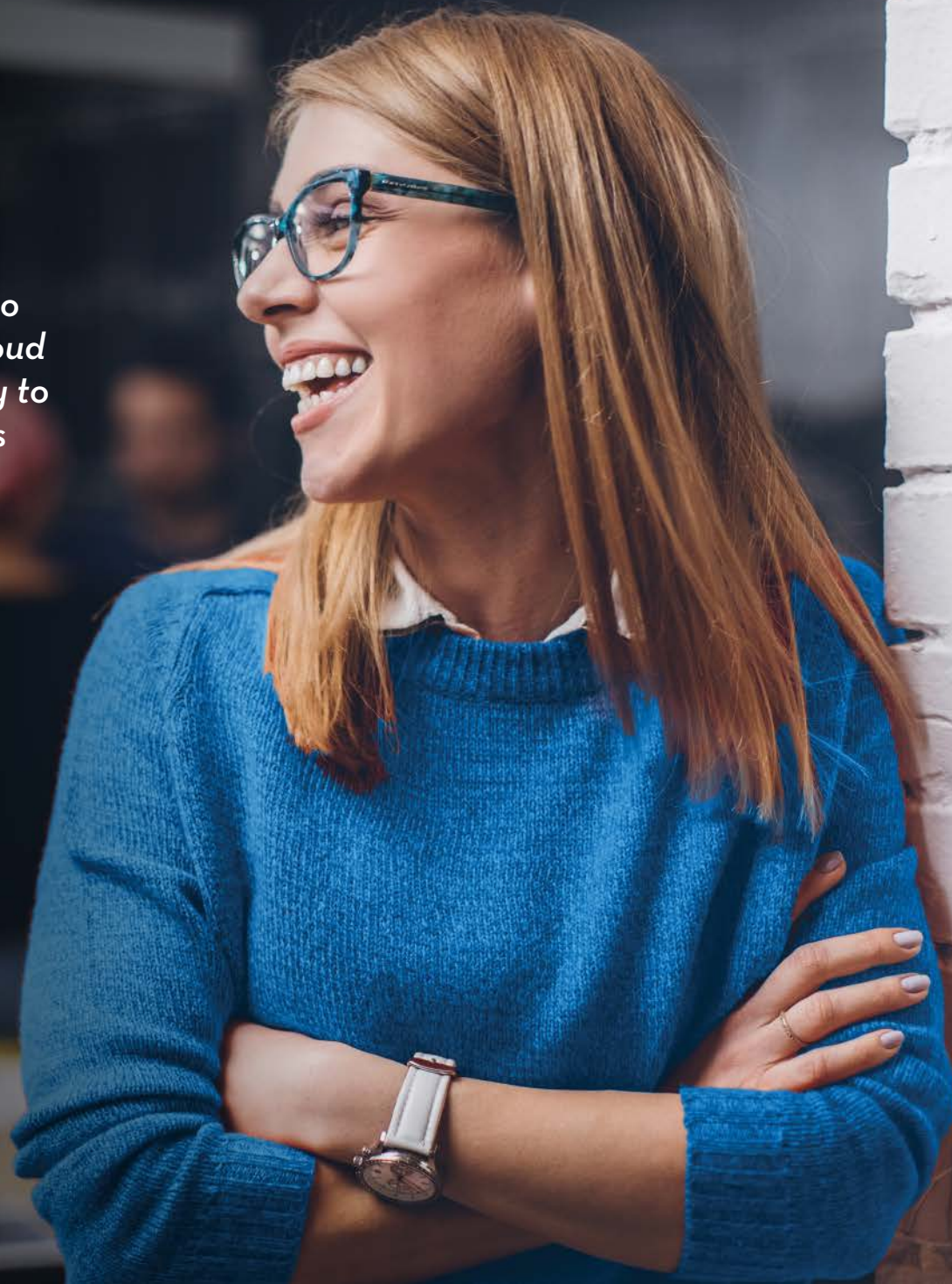
Sales & Marketing Executive

Luke Ide
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For close to two decades, Luke has honed his craft in brand development and marketing solutions. Luke holds qualifications in Multimedia and has extensive experience servicing a range of organisations across several industry sectors. With a proven ability to establish corporate identity and design strategies to improve sales, Luke has helped many businesses reach their targets.

> "*FocusNet has enabled our business to respond to this unprecedented global situation. The CoverCloud system meant we all had the confidence and ability to manage the business maintaining our high levels of security, compliance and integrity.*"

Matt Denehey
Managing Director, Oracle Group

FOCUSNET
TECHNOLOGY

PERTH

SYDNEY

MELBOURNE

MANAGED
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BUSINESS
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INDUSTRY
SOLUTIONS

Providing Reliable IT Services Australia wide.