



20 YEARS
STRONG

CAPABILITY STATEMENT
**PEOPLE, PROCESS
& TECHNOLOGY**



1300 077 777
www.focusnet.com.au

IT you can rely on.

PARTNERSHIP BUILT ON TRUST

20 YEARS
STRONG

Since 2004, FocusNet Technology has been providing IT 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 through innovative end-to-end IT solutions.

Backed by a highly skilled team, combined with a dedication to staying at the forefront of new technological developments ensures a partnership with FocusNet is a winning one.



Andrew Barbara
Managing Director



OUR VISION

We see a world where
Lives and Businesses are
Enriched by Technology



OUR PURPOSE

Our business exists to
Enable a Secure and
Connected Future

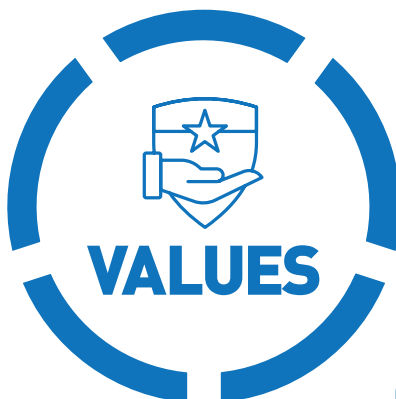


OUR MISSION

To achieve our vision we will become
Proactive Partners of
Innovative, Smarter Business

Greater than
Going above and beyond

Collaboration
Play well with others



Knowing
Tried, tested and true

Caring
Actually giving a S.H.I.T
Service . Honesty . Integrity . Trust

Simplicity
Don't overcomplicate it

We understand how crucial the performance and reliability of your technology is to your business, as well as the significant effort and resources needed to continuously monitor its health, stay up-to-date, and maintain compliance.

Staying true to our values, we go above and beyond to ensure your technology runs smoothly, delivering solutions that are simple yet powerful. We care about your success and invest time in trying and testing every option to provide the most reliable outcomes. Our consultative approach ensures we identify your unique needs and recommend tailored solutions. By collaborating openly and playing well with others, we create seamless partnerships, always aiming to exceed expectations.

END TO END SOLUTION
**PEOPLE, PROCESS
& TECHNOLOGY**

FocusNet Technology specialises in providing a total package solution for key Australian industries.



Business Automation

Document Management
Workflow Automation
Software Dev/App Integration
Web Quote & Bind



Cyber Security

Cyber Health Checks
Staff Cyber Training
Expert Advisory & Consulting
Cyber Risk Mitigation



Cloud Solutions

Secure Virtual Desktop
Microsoft 365 Management
Private/Public Cloud Services
Cloud Telephony



Digital Marketing

Growth Strategy
Branding Awareness
Websites & SEO
Graphic Design
Social Media



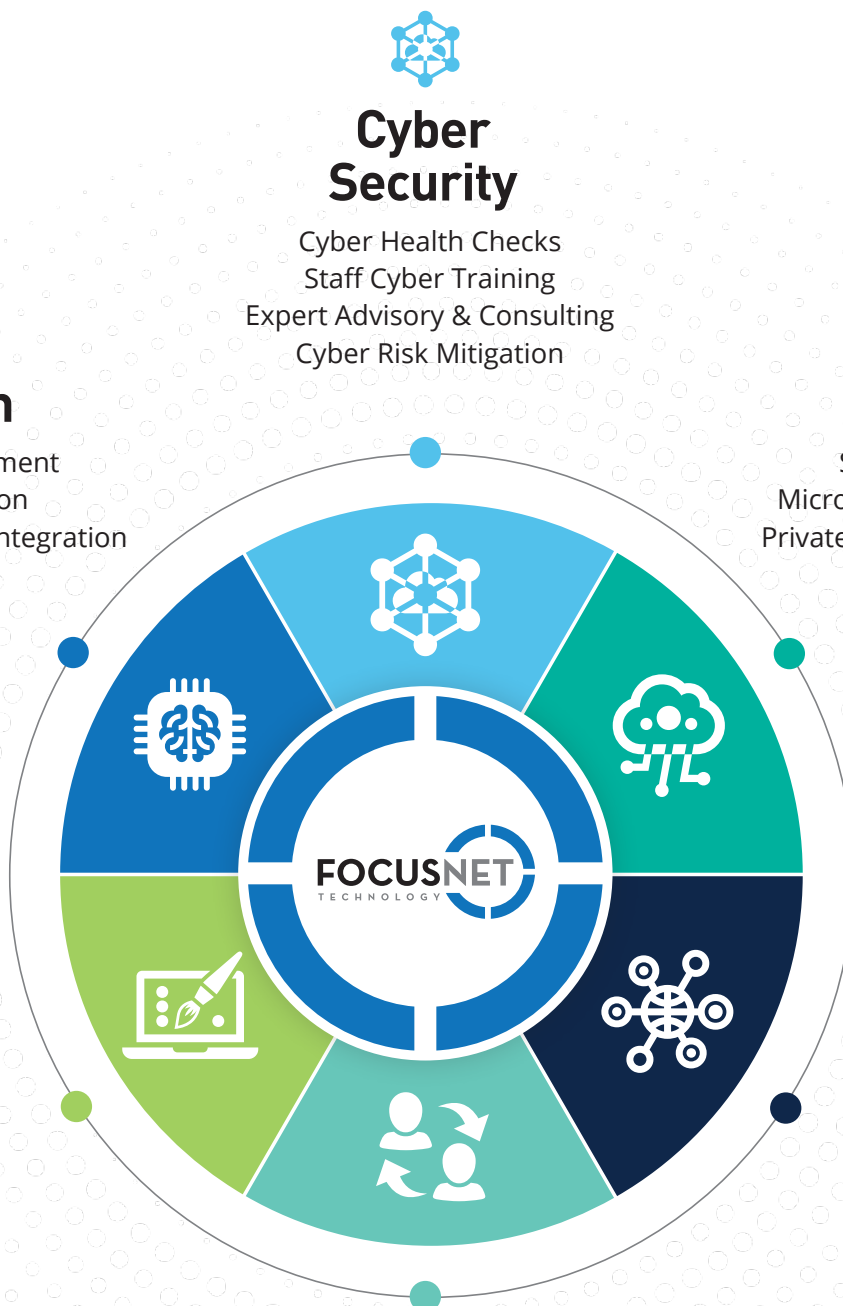
IT Strategy + Advisory

Strategic Consultation
Technology Planning & Alignment
Comprehensive IT Reviews
Proactive Advisory



Managed IT Services

Proactive 24/7 Support
IT Management & vCIO Services
Hardware/Software Procurement
Internet Services



TIRED OF TECH?

Struggling with unreliable tech and constant IT issues can be a major headache for any business.

When your systems are down or not performing optimally, it disrupts your workflow and productivity, ultimately impacting your bottom line.

The Solution? It's simple really, your business needs trusted people who take the stress out of managing your technology. At FocusNet our expert team works closely with you, ensuring your IT systems are reliable, secure and efficient.

With our support, you can focus on what you do best—running your business—while we handle the tech. The result is a smooth, frustration-free IT experience that boosts your productivity, helping you to achieve your business objectives.



99.999% Uptime



24/7 Expert Support



Australian Owned & Operated



High-Speed Access Anywhere, Anytime



Friendly Responsive Staff



Premium Technology Systems



Tailored To Meet Business Needs



Monthly Fixed Price Service

GET THE SUPPORT YOU DESERVE



Quality
ISO 9001



Information
Security
ISO 27001

We stand by our 99.999% uptime which is backed by robust infrastructure as well as our 24/7 service desk team.

With a security-first approach, FocusNet is helping business leaders achieve their goals by empowering productivity, strengthening cybersecurity, and meeting compliance requirements via innovative tech and expert services.

Our FocusNet team prides itself on the ability to strike the balance between robust security and powerful performance. With a consultative approach to your business, our friendly consultants are well equipped to listen, identify issues, and set out a roadmap of recommendations that fully aligns your people, process and technology.



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



CASE STUDY: MPM/MPS

MPM is a diversified building and engineering company offering mechanical services, duct manufacturing, modular building solutions, vertical transportation and HVAC services.

Since 2004, MPM has been a loyal client of FocusNet. After eight years managing the IT on-premises, and staying on top of the current industry advancements, we approached MPM to suggest an upgrade based on:

- a. Ageing servers
- b. Software upgrades
- c. PCs and other hardware needing replacement

A traditional end-to-end IT upgrade would have cost MPM more than \$150k. Our specialised engineers assessed MPM's current operations and identified several key areas that needed to be addressed. We offered a simplified cost-effective solution that worked to take the pain away for MPM.

FocusNet's cloud solution significantly reduced MPM's capital expenditure, removing the heavy cost to upgrade the local servers. The new system also continues to provide savings as their operational costs are now on a fixed price per user per month schedule.

The migration to the cloud solution was not only a smart move financially but also for operational efficiency. MPM's line of business software application now runs significantly more efficiently with far less interruption.

The transition to the new platform was seamless, with the entire changeover completed over a single weekend.

Since the initial cloud migration, FocusNet has delivered a state-of-the-art cloud phone system to reduce landline call costs without compromising call quality. This also enabled MPM to relocate its primary office and retain all existing phone numbers, which other mainstream carriers could not do.

- ✓ Increased data protection
- ✓ Reduced downtime
- ✓ Improved software/hardware efficiency
- ✓ Faster & more reliable internet
- ✓ Higher quality integrated phone system
- ✓ Dedicated 24/7 Service Desk
- ✓ Significant CapEx and OpEx savings

Work ~~Harder~~ Smarter

Industry Specialties

With a long history of servicing the Australian marketplace, our team has cultivated a profound understanding and expertise in specific industries. Armed with this experience and skill set, we deliver our clients proactive recommendations and best-fit solutions for their unique technology requirements.

- ✓ Finance & Insurance
- ✓ Healthcare & Non-Profit
- ✓ Engineering & Manufacturing



CASE STUDY: ORACLE GROUP AUSTRALIA

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 I.C.T. infrastructure. Our skilled team strategised and designed a solution that would provide the business and the Authorised Representatives (ARs) with a robust, highly secure and efficient platform.

FocusNet's skilled team were able to deliver the tailored end-to-end I.C.T. solution for Oracle's ~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 ARs.

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 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.

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

CASE STUDY: SOUTH STREET MEDICAL CENTRE

South Street Medical Centre reached out to FocusNet Technology, requesting IT support to establish a brand new medical practice in the southern suburbs of Perth.

The South Street team were seeking to partner with an IT specialist who could advise and manage setting up the Practice with the right technology to ensure the business could easily scale and run efficiently.

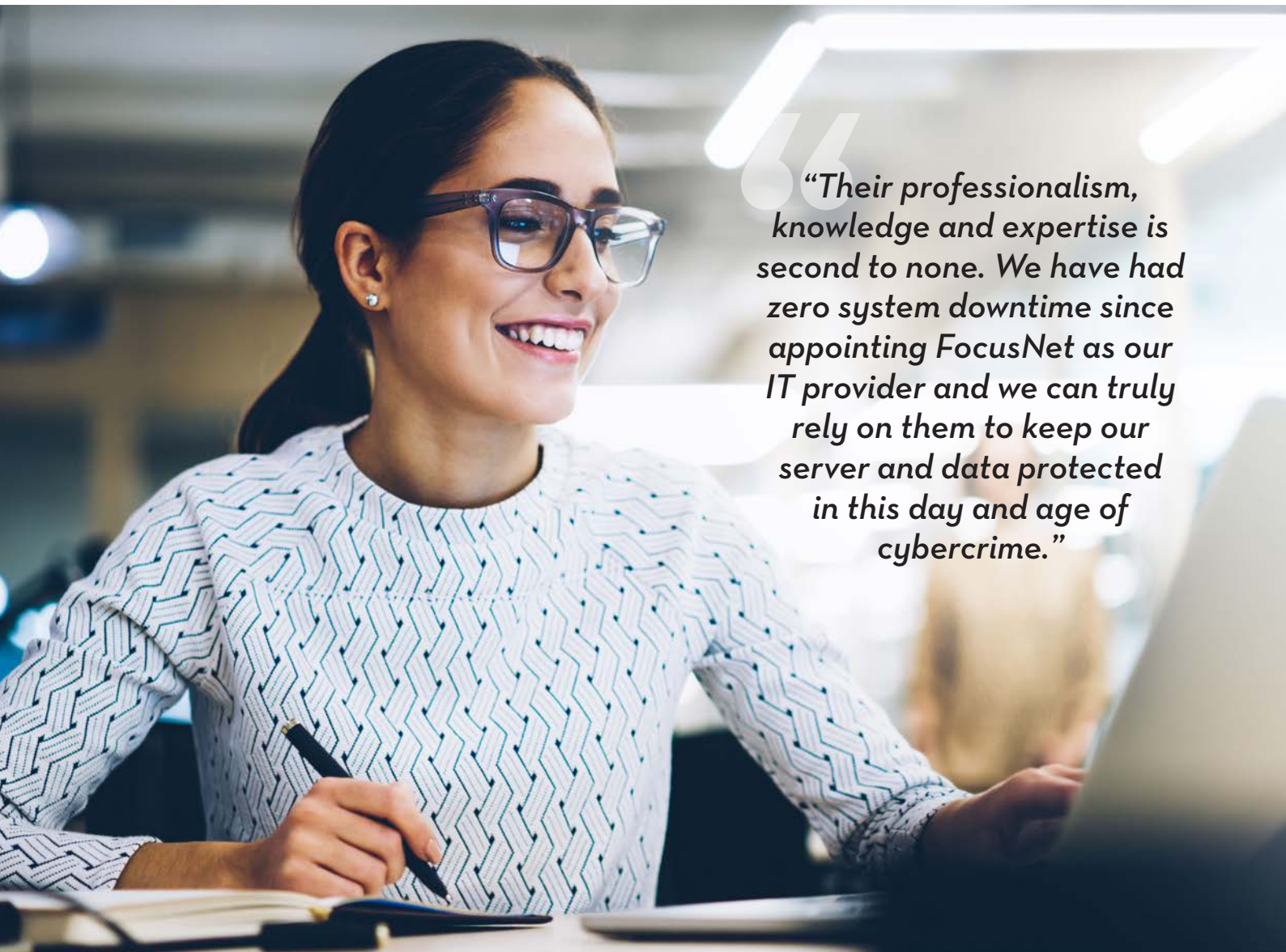
Our specialised engineers worked with the leadership to strategise and design a comprehensive end-to-end solution tailored to the new Practice's requirements. The implementation included:

- A secure cloud-based solution (Medicloud).
- Leading-edge technology and systems.
- Premium hardware procurement and installation.
- High-speed internet solution.
- 4G Failover internet backup.
- VoIP phone lines and handsets.
- Ongoing IT management service.
- Bill smoothing – one monthly fee, one supplier.
- Reliable IT expertise and access to 24/7 Service Desk.

FocusNet successfully procured all the hardware and implemented the modern, highly secure and compliant system without any hassles.

By partnering with FocusNet Technology, South Street Medical easily scaled as the Practice has grown and seamlessly continues work during the COVID-19 challenges, knowing their IT was in good hands.

- ✓ Enterprise cybersecurity & compliance.
- ✓ High-speed access, anytime, anywhere.
- ✓ Quality integrated phone system.
- ✓ Dedicated 24/7 Service Desk.
- ✓ Reliable proactive IT expertise.
- ✓ Scalability with simple fixed-price per user.



“Their professionalism, knowledge and expertise is second to none. We have had zero system downtime since appointing FocusNet as our IT provider and we can truly rely on them to keep our server and data protected in this day and age of cybercrime.”

MEET THE TEAM THAT MAKES IT ALL POSSIBLE!

With decades of combined experience in the managed services industry, our leaders are committed to delivering innovative, reliable, and secure IT solutions. Each member brings a unique skill set, from strategic planning and technical expertise to client relationship management and operational excellence.

Together, we stay true to our values by going above and beyond for our clients, keeping solutions simple, and ensuring everything is tried, tested, and tailored to your needs.



Andrew Barbara
Managing Director
(08) 6500 0501
Andrew@focusnet.com.au

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.



Adam Arkwright
Operations Manager
(08) 6500 0504
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With over 17 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.



David Baines
Cyber Security Specialist
(08) 6500 0505
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Dave has over 30 years of experience in the IT industry, both in the UK and Australia. He is an Offensive Security Certified Professional and holds a Master of Computer and Network Security. Dave spends most of his time consulting to SME's, performing cyber audits and providing practical advice addressing today's cyber threat landscape.



Penny Heath
Administration Manager
(08) 6500 0506
Penny@focusnet.com.au

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.



Luke Ide
Sales & Marketing Executive
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Luke.ide@focusnet.com.au

Over 20 years 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.