

medicloud™



MANAGED
I.T.



BUSINESS
CLOUD



PREMIUM
TECHNOLOGY



INDUSTRY
SOLUTIONS

THE I.T. SOLUTION FOR **MEDICAL PRACTICES**

I.T. you can rely on.

1300 077 777
www.focusnet.com.au

PARTNERSHIP BUILT ON TRUST



Since 2004, FocusNet Technology has been providing exceptional I.T. services for the medical industry across Australia. With a proactive approach to technology, we are helping practices by empowering productivity, security and compliance with innovative end-to-end I.T. solutions. 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.

A stylized, handwritten signature in black ink.

Andrew Barbara
Managing Director

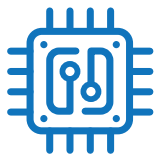


OUR MISSION

To provide outstanding, qualitative, timely and cost-effective outcomes-based I.T. solutions to our clients. We build loyalty, job security and profitability for our staff while ensuring the ongoing sustainability of our business.

PROFILE & SERVICES

FocusNet Technology has the unique ability to service clients of any size in any industry. Our team of highly trained, dedicated staff ensure that our client's needs are met on time and within budget. As part of our end-to-end technology solutions, our services fall under four main branches seen below.



MANAGED I.T.

Our Managed I.T. services are designed to give you peace of mind. We provide a partnership based on trust, technology and business growth. We take care of your I.T. so you can focus on running your medical practice.



BUSINESS CLOUD

We provide cloud infrastructure for businesses across multiple industries. Our innovative and leading-edge cloud-based system is owned and operated by FocusNet Technology and based in Australia. Our cloud service offering outshines our competition for ease of use, security and return on investment.



PREMIUM TECHNOLOGY

We offer premium end-to-end software and hardware solutions to our clients. Our strategic alliances with leading industry vendors allow us to deliver the best solutions anywhere. We are proud to boast about the vast benefits that our customers are experiencing because of the premium tailored solutions we have worked hard to offer.



INDUSTRY SOLUTIONS

We understand behind every great business is great people. We desire to forge engaging partnerships with industry leaders, providing bespoke technological solutions to answer specific needs. This approach allows our clients to remain dynamic and flexible in a fast-changing marketplace.

I.T. THAT WORKS

FocusNet Technology's Managed I.T. solution provides a partnership based on trust, technology and business growth. Our customer-focused team is dedicated to working with you to ensure your technology needs are accomplished smoothly, efficiently and consistently.

A Managed I.T. service allows clients to achieve their business goals as FocusNet Technology becomes a trusted adviser, aligning your technology with your business to your specific requirements.

FocusNet Technology's services are intended to provide peace of mind, taking care of all your I.T. needs so that you can focus on running your business.



medicloudTM



99.9% Uptime Guarantee



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

The healthcare sector requires a specialised and dedicated service when it comes to servicing their technological systems. Many specialised systems require highly-skilled I.T. professionals to service this unique industry. FocusNet Technology understands that for medical practitioners, it's critical to provide the best patient care possible in order to achieve optimal results for their patients.

MediCloud is the premium medical technology solution designed to improve performance, reduce cost and eliminate risk for medical practices. Medicloud streamlines the way your practice operates, allowing staff from different locations to seamlessly interconnect and work together across common software and databases.

With a pay per user model, Medicloud provides transparent budget forecasting and will grow and flex with your practice instantaneously. This increased agility allows your practice to capitalise on important opportunities and enhance competitive advantage.

Medicloud provides enterprise level solutions fortified by premium hardware and software to deliver reliability, security and performance across our national network.

Our cloud solution integrates seamlessly with multiple devices and most existing clinical software and applications, making it perfect for practices looking to replace aging infrastructure.

As part of our commitment to customer service, all Medicloud migrations undertake a week of testing prior to going live. Testing before deployment allows our clients to immediately enjoy all the benefits of cloud while they carry on business as usual.

Medicloud supports all results systems and is fully compliant with eHealth. Many of our clients have found accreditation simpler and easier once on Medicloud.

FocusNet Technology FocusNet Technology services the following type of healthcare services:

- ✓ Medical imaging / diagnostics
- ✓ General practitioners & GP clinics
- ✓ Specialist practitioners & specialist suites
- ✓ Small private hospitals
- ✓ Medical waste
- ✓ Veterinary clinics

HOW WE HELP MEDICAL PRACTICES

In a consistently demanding industry, implementing a quality I.T. system is essential for business longevity and success. That's where we come in - for over a decade, we have serviced the medical industry and understand the complexity of requirements for running a secure and efficient practice.

medicloud™

*Secure, compliant, efficient cloud platform
designed for medical practices.*



CASE STUDY



THE SITUATION

Core Medical reached out to FocusNet Technology, requesting I.T. support for the setting up of a brand new medical practice in Port Kennedy.

The Core Medical team were seeking to partner with an I.T. 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 Core Medical 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 I.T. management service.
- ✓ Bill smoothing – one monthly fee and one supplier.
- ✓ Reliable I.T. expertise and access to 24/7 HelpDesk.

CASE STUDY



THE OUTCOME

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

By partnering with FocusNet Technology, Core Medical easily scaled as the Practice has grown and seamlessly continues work during the recent COVID-19 challenges, knowing their I.T. is in good hands.

- ✓ Enterprise Cybersecurity & Compliance
- ✓ High-Speed Access, Anytime, Anywhere
- ✓ Quality Integrated Phone System
- ✓ Dedicated 24/7 HelpDesk Support
- ✓ Reliable Proactive I.T. Expertise
- ✓ Scalability with simple Fixed-Price Per User

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

A RELIABLE
SOLUTION
FOR
MEDICAL
PRACTICES



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POWER TO CONNECT

- ✓ Carrier-grade speed and reliability
- ✓ Unlimited data
- ✓ Competitive rates tailored to your users' needs
- ✓ Performance monitoring and auditing
- ✓ Access to FocusNet Helpdesk and support services
- ✓ Centralised firewall & security across the entire organisation
- ✓ Flexibility for users to work from multiple locations
- ✓ Scales up and down with your business

***"We take care of your I.T.
so you can focus on running
your business."***

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.

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

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 / Failover Backup
- ✓ MPLS / Virtual Private Networks
- ✓ Datacentre Co-Location
- ✓ Metro Ethernet

FocusNet Technology's services are designed to provide you with consistent, cost-effective business communications, together with timely support, to ensure you have minimum interruptions in your flow of communications.

As specialists in Managed Cloud Computing solutions, FocusNet Technology offers Managed Exchange, Managed Terminal Services and Virtual Private Servers, and many more services. We pride ourselves on being flexible, and have the ability to customise our solutions to any specifications.



AUTHORISED
WHOLESALE
PARTNER



NEED A GOOD PICKUP LINE?

- ✓ Fixed monthly fees
 - ✓ Handsets included
 - ✓ No line rental fees
 - ✓ Pay per user
 - ✓ Unlimited local and national calls
-
- ✓ Scales up and down with the business
 - ✓ Standalone, bundled, off the shelf or custom solution
 - ✓ Increased flexibility and mobility for users
 - ✓ Access to technical support and training through FocusNet HelpDesk



Our **CLOUD PHONE SYSTEMS** extends the benefits of VoIP technology into the FocusNet Cloud, providing clients with the efficiency and savings of VoIP with the cloud's scalability, flexibility, and performance. Cloud phones are ideal for new office fit-outs or the replacement of legacy phone systems.

We also offer a range of **VOIP PHONE LINES** to businesses wanting VoIP's performance and cost benefits whilst still utilising their existing phone system. VoIP phone lines are perfect for companies with significant investments in their current phone system but are looking to reduce their operational costs.

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.

Our telephony service is focused on your network and communication systems, including WAN, LAN, Wireless, Voice (telephony), ISP services and bandwidth optimisation.

We recognise that networks and telephony often share platforms, and we apply a network management approach to your setup to ensure that infrastructure integrity is managed and maintained effectively. This allows us to deal with potential issues proactively before they impact your business.

 **Mitel** AUTHORISED DISTRIBUTION PARTNER

 **Yealink**
Certified Reseller

 **3CX** SILVER PARTNER



At FocusNet Technology, we invest significant time in training and certification. Our highly qualified team stays up-to-date with the latest technologies in telephony and network management. Our team will help optimise and scale your platform as required.

FocusNet Technology has developed a range of highly customisable Voice systems. Cloud Phones and SIP Trunks delivered over our secure internet infrastructure have the highest quality and reliability available.

A HEALTHY BUSINESS EMPLOYS HEALTHY HARDWARE

FocusNet Technology provides assistance and advice to help you find equipment solutions tailored to your needs.

- ✓ Network equipment
- ✓ Data storage devices
- ✓ Desktops
- ✓ Laptops
- ✓ Printers
- ✓ Multi-function devices
- ✓ Virtual Servers
- ✓ Telephony equipment, and more.



THE RIGHT TOOLS FOR THE JOB

FocusNet Technology has strategic alliances with leading industry hardware and software vendors, allowing us to deliver the best solutions anywhere. We take full responsibility for every project we undertake.

FocusNet Technology offers premium software and hardware solutions to our clients, with various products to suit a broad spectrum of industries. Our specific and targeted approach to systems solutions allows our clients to experience total confidence in our service and be reassured that their best interests are kept front of mind by partnering with us.

Our focus is customer satisfaction, and we have a passion for cultivating partnerships and lasting relationships better to understand the particulars of your industry and business requirements. This allows us to assist you in transforming the way you do business and connect with your customers.

We understand your need to be transparent, dynamic and agile, leverage new data sources, and work anytime, any place.

Some our partners:



We provide a comprehensive range of office technology to meet business requirements, including PC's, laptops, our very own FocusNet Thin Client and everything in between. We also supply telephony hardware in line with our very own FocusNet PABX and are Mitel certified – so replacing Mitel equipment is not out of the question.

To meet your I.T. network hardware needs, FocusNet Technology will produce hardware specifications and arrange for the purchase and delivery of the specified hardware.

We recommend sourcing hardware from a reputable provider that is backed by competitive warranties and exceptional after-sales service.

FocusNet Technology will commission, install, and (where necessary) provide training for the hardware we sell, resulting in total value from your purchase.

✉ EMAIL PROTECTION BUNDLE

ELEVATE YOUR EMAIL SECURITY



Powerful Email Protection



Global Threat Detection Network



Automated Attack Response



Complete Backup & Archiving



Email Failover for Continuity

Email Security Gateway

- ✓ Cloud-based protection against spam, malware, viruses, phishing and other emailborne threats.
- ✓ Advanced Threat Protection using full-system emulation sandbox.
- ✓ Agentless email encryption.
- ✓ Link and typosquatting protection.
- ✓ LDAP and multi-factor authentication.
- ✓ Web-based management portal.
- ✓ Centrally managed security policies.
- ✓ Mobile applications.

Email Continuity

- ✓ Failover to cloud-based email service.
- ✓ Up to 96 hours of email continuity.
- ✓ Emergency mailbox to send, receive, read, and respond to email.

Cloud Archiving

- ✓ Archive directly from Office 365 to cloudbased archive.
- ✓ PST management for legacy email.
- ✓ Granular retention policies.
- ✓ Full text search with multiple operators.
- ✓ Legal hold.
- ✓ AES 256-bit encryption at rest and in transit.
- ✓ Public key cryptography (RSA 1024).
- ✓ Isolated customer metadata databases.
- ✓ Data stored in-country (based on company location).
- ✓ SAE 16 or SOC audited data centers.

Cloud-to-Cloud Backup

- ✓ Backup and recovery for Exchange Online, SharePoint, OneDrive, and Teams.
- ✓ Centralized administration.
- ✓ Custom retention policies.
- ✓ Granular scheduling and restores.
- ✓ Automated or manual backups.
- ✓ Multi-selection restores.
- ✓ Granular recovery of SharePoint items.
- ✓ Restore back to Exchange Online or OneDrive for Business, or download files locally.

Forensics & Incident Response Identification

- ✓ Outlook Add-in and one-click threatreporting.
- ✓ Threat hunting.

Investigation

- ✓ Advanced search with context and relevance.
- ✓ Review users who interacted with malicious emails.
- ✓ Identify high-risk users.
- ✓ Automate incident response workflow.

Response

- ✓ Block future emails coming from specific regions.
- ✓ Delete emails directly from user inboxes.
- ✓ Automatic post-delivery remediation.
- ✓ Send alerts automatically to all impacted users.

API-base Inbox Defense

AI for Real-Time Protection

- ✓ Direct connectivity to Office 365.
- ✓ Fast, easy set-up (less than 5 minutes) Stops spear-phishing attacks, business email compromise (BEC), extortion, and other socially engineered attacks.
- ✓ Artificial Intelligence to detect and stop email attacks.
- ✓ Automatic message quarantining.
- ✓ Alerts to administrators and users.

Account Takeover Protection

- ✓ Detects and alerts account takeover activity.
- ✓ Notifies external users and deletes compromised email.
- ✓ Blocks attackers' access to compromised account.
- ✓ Provides visibility into inbox rule changes and suspicious sign-ins.

Domain Fraud Protection

- ✓ DMARC authentication, reporting and analysis.
- ✓ Intuitive wizard to help set up DMARC authentication.
- ✓ Prevent domain spoofing and brand hijacking.

Reporting

- ✓ Threat environment analytics.
- ✓ Attacks detected over time.
- ✓ Insights into impersonation and BEC attacks.



Cyber
Security

ARE YOU PREPARED FOR A CYBER ATTACK?

"It won't happen to me..."

CYBER REVIEWS

Our Cyber Reviews are a powerful tool designed to provide insights about your current cyber posture along with prioritised recommendations of how to effectively strengthen it.

STAFF TRAINING

It's well documented that most cyber incidents begin with a 'careless click', often from within your own team. Alongside any robust IT system, cyber awareness training for your staff is a critical part to your overall defence.

EXPERT ADVISORY

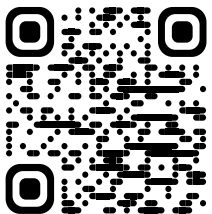
Whether you're looking to improve your current security measures or need some guidance, we're here to help. With our support, you can confidently navigate the digital landscape, knowing you've done what you can to protect your business.

SECURITY SOLUTIONS

Clients need to know that your systems are secure, reliable, and properly controlled. That's why we deliver robust cybersecurity solutions that safeguard your business against evolving threats, ensuring data protection and compliance.

60% of SMEs never recover from a cyber attack.

A strong cyber defense begins with a clear understanding of your vulnerabilities.



HOW BIG OF A TARGET IS YOUR BUSINESS?

Answer 12 key questions to get your personalised cyber scorecard and find out how vulnerable your business is to a cyber attack.

[Click here to take the Scorecard](#)





**Digital
Marketing**

BE SEEN BE HEARD BE CHOSEN

Marketing shouldn't feel like guesswork
We use strategy, not luck.

WEB DESIGN

We design websites that not only look great but serve a specific purpose. Our goal is to create a site that reflects your brand, keeps your visitors engaged and develops a sense of trust. Plus, with our reliable hosting, we can go much further than others to help ensure your site is secure and healthy.

BRAND TACTICS

From crafting a clear brand message to building a strong visual identity, we ensure every aspect of your brand engages your audience and builds trust. Whether it's through consistent online presence or targeted advertising, we develop strategies that position your brand for long-term success.

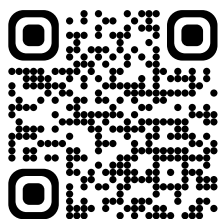
LEAD GEN

We work with you to develop a lead generation plan that best fits your business objectives. By understanding your market and unique strengths, we create and implement strategies that aim for real, and sustainable progress.

MULTI MEDIA

Our expert team specialise in designing content and graphics that connect with your audience. From blog posts to infographics, brochures, logos, expo stands, and more, everything we create is hand crafted (without Canva) to represent your brand and resonate with your customers.

Stop guessing and start growing with smarter branding and marketing.



HOW STRONG IS YOUR BRAND?

10 Questions to a better business - Discover your brand clarity score with a free personalised assessment.

[Click here to take the Scorecard](#)



READY TO GET STARTED?

Get in touch with us today for an obligation free assessment of your existing I.T. environment:

- ✓ identify any data security vulnerabilities.
- ✓ analysis of software/hardware performance.
- ✓ cost comparison to show where you could be saving time & money with our industry tailored platform.



1300 077 777
sales@focusnet.com.au

OUR SERVICES ALSO INCLUDE:

- ✓ Pro-active I.T. management
- ✓ I.T. consulting & strategic planning
- ✓ Infrastructure modelling, analysis & design
- ✓ Asset & creditial mangement
- ✓ Cybersecurity & anti-virus management
- ✓ Top-grade data storage & back-up systems
- ✓ Business continuity & disaster recovery
- ✓ Hosted desktops & hybrid cloud solutions
- ✓ Software & application development
- ✓ Premium hardware products
- ✓ Internet solutions
- ✓ Cloud & VoIP phone systems
- ✓ Website development
- ✓ Email filtering
- ✓ Expert technical support
- ✓ 24/7 dedicated help-desk services