Certified System
Quality
ISO 9001

Certified System
Information
Security
ISO 27001

FOCUSNET
TECHNOLOGY

INSURTECH SPECIALISTS

BUILT FOR BROKERS



1300 077 777
www.focusnet.com.au

20 YEARS STRONG

We're here to enable a secure and connected future for our clients.

Andrew Barbara
Chief Executive Officer (CEO)

Quality ISO 9001

Information Security ISO 27001

COMMITTED TO QUALITY & SECURITY

FocusNet Technology's security infrastructure including that of datacentres and cloud services are ISO 9001 and ISO 27001 certified at a minimum, ensuring comprehensive quality management and robust information security controls across all operations.

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PARTNERING WITH FOCUSNET

GREAT WORK & GREAT PEOPLE

FocusNet Technology has partnered with the insurance industry since 2004 and works with over 150 insurance brokers and underwriting agencies across Australia.

As an approved service provider to the Steadfast broking network, our services have been carefully curated to deliver proactive, reliable and compliant IT support for the unique needs of insurance brokerages.

Managed IT, Cybersecurity & Consulting

Run your brokerage with confidence, knowing your technology is always secure, compliant and working.

FocusNet handles everything from infrastructure hosting and device management to internet, phone systems and 24/7 service desk support, underpinned by enterprise-grade cybersecurity and a genuine understanding of the AFSL compliance and IT obligations your business carries every day.

A.I. Integration

Give your team the ability to think faster, decide better and get more done without adding headcount. Powerful AI tools can integrate directly into your existing workflows, helping to analyse complex documents, extract key policy data, automate repetitive tasks and surface actionable insights at the moment they are needed.

Our team of specialists will work with you to identify the right AI solutions for your brokerage and ensure they are implemented and adopted effectively.

Specialist Insurance Automation & CRM [ITC]

Replace legacy DMS & generic CRM systems and empower your team to be at their most productive.

ITC: InsureTech Connect unifies your broking platform with powerful CRM, Document Filing & Generation, Renewal & Claim Task management underpinned by ubiquitous workflows into a single browser-based interface, automating the operational grind, enabling your team to focus on Clients over Admin.

Websites & Marketing

Attract the right clients and grow your business knowing your online presence meets the security and compliance standards your industry demands.

FocusNet delivers broker-specific websites with secure hosting, SSL, and domain management, alongside graphic design and digital marketing that builds your brand and converts prospects into advocates for your business.

MANAGED I.T.

PEOPLE PROCESS &TECHNOLOGY

Everything your brokerage needs to run, grow and stay protected - delivered by a team that understands insurance.



ADVISORY

- Strategic IT Consultation
- Planning & Alignment
- Comprehensive IT Reviews
- Proactive Advisory



INSURTECH

- CRM & Doc Management
- Workflow Automation
- Software Dev/App Integration
- Web Quote & Bind



CLOUD

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



MANAGEMENT

- Proactive 24/7 Support
- Virtual CIO Services
- Hardware & Software
- Internet Services



CYBERSECURITY

- Advisory & Consulting
- Cyber Posture Reviews
- Cyber Risk Mitigation
- Staff Awareness Training



MARKETING

- Growth Strategy
- Branding Awareness
- Website Development
- Graphic Design

SECURE. COMPLIANT. CONFIDENT

Working with FocusNet means your technology needs are accomplished smoothly, efficiently and consistently.

- ISO 9001 Quality Certified
- ISO 27001 Information Security Certified
- Microsoft Solutions Partner
- Approved Service Provider to Steadfast Broking Network
- UAC Business Service Member

Built for Brokers, Not Generic Businesses

Most IT providers will keep your systems running. We do that too, but we go further.

As a specialist Managed Service Provider (MSP) with over 20 years of experience working with insurance brokers and associated businesses in the finance sector, we understand the regulatory environment you operate in, the platforms your team relies on, and the compliance obligations that come with holding an AFSL. That context changes everything about how we support you.

A Strategic Partner, Not Just a Help Desk

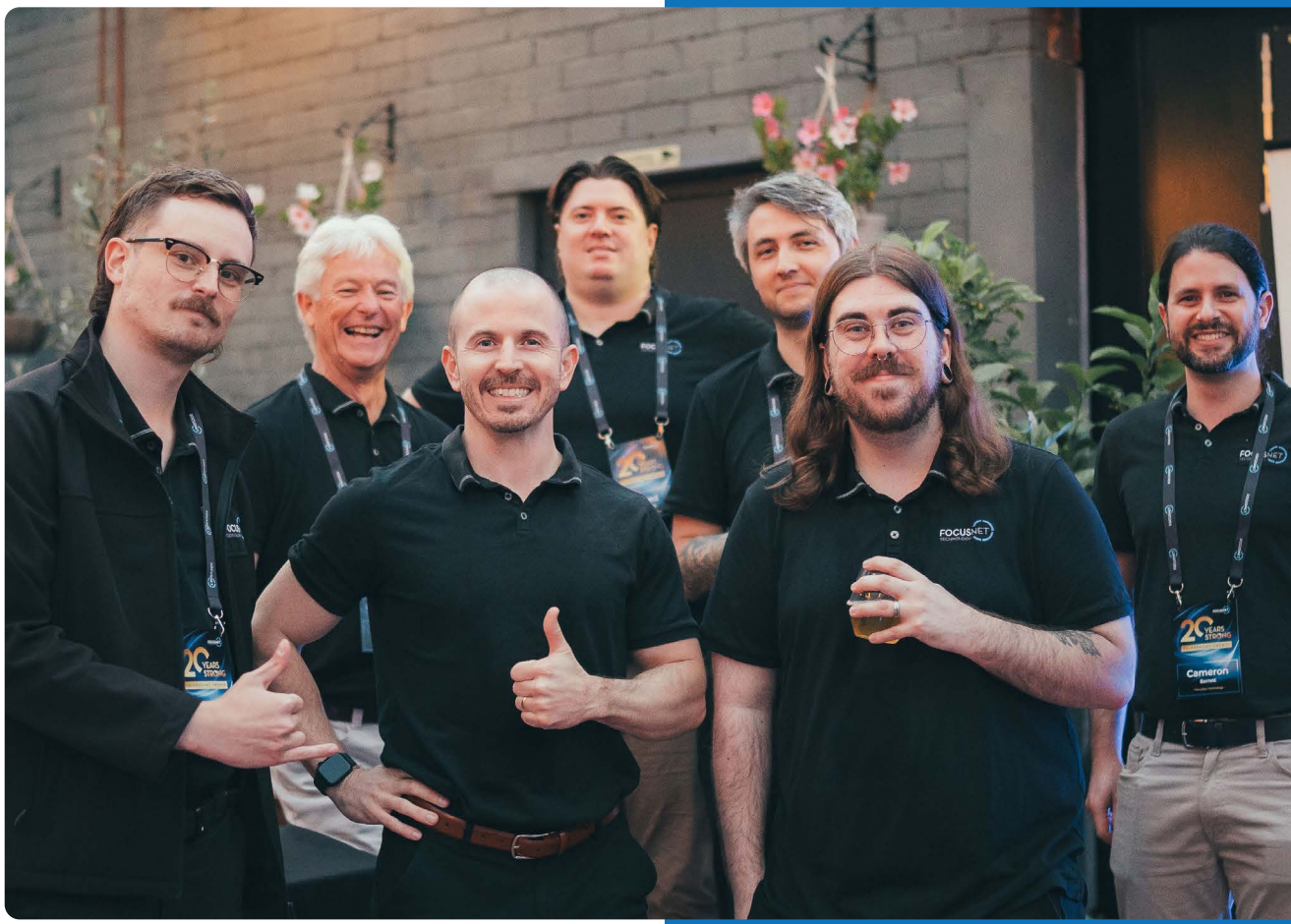
Technology problems rarely announce themselves in advance. That is why our approach is built around proactive monitoring, regular reviews and strategic planning rather than waiting for something to break.

As your advisor, we work alongside your leadership team to ensure your technology stays aligned with your business goals, your security posture remains strong, and your systems are always ready to support growth rather than slow it down.

One Partner. Everything Covered.

From cloud hosting and Microsoft 365 management to hardware procurement, internet services and phone systems, FocusNet is your single point of contact for every technology need across your business.

No juggling multiple vendors, no finger-pointing when things go wrong, and no gaps in accountability. Just one trusted partner who knows your business and is invested in your success.



CYBERSECURITY

PROTECTING YOUR REPUTATION

Your Clients Trust You With Their Most Sensitive Data. We Make Sure You Can Honour That.

The Best Claim Is the One You Never Have to Make

You know better than most that a cyber policy does not guarantee survival. You have seen the claims, you understand the exclusions, and you know that 60% of small businesses hit by a serious cyber attack never fully recover regardless of whether they were insured.

The real damage is operational downtime, reputational harm, and the regulatory scrutiny that follows a notifiable data breach. For a brokerage built on trust and relationships, that damage can be permanent.

The businesses that come through a cyber incident intact are the ones that were genuinely prepared before it happened, and that is exactly where FocusNet comes in.

A Boardroom Responsibility, Not Just an IT Problem

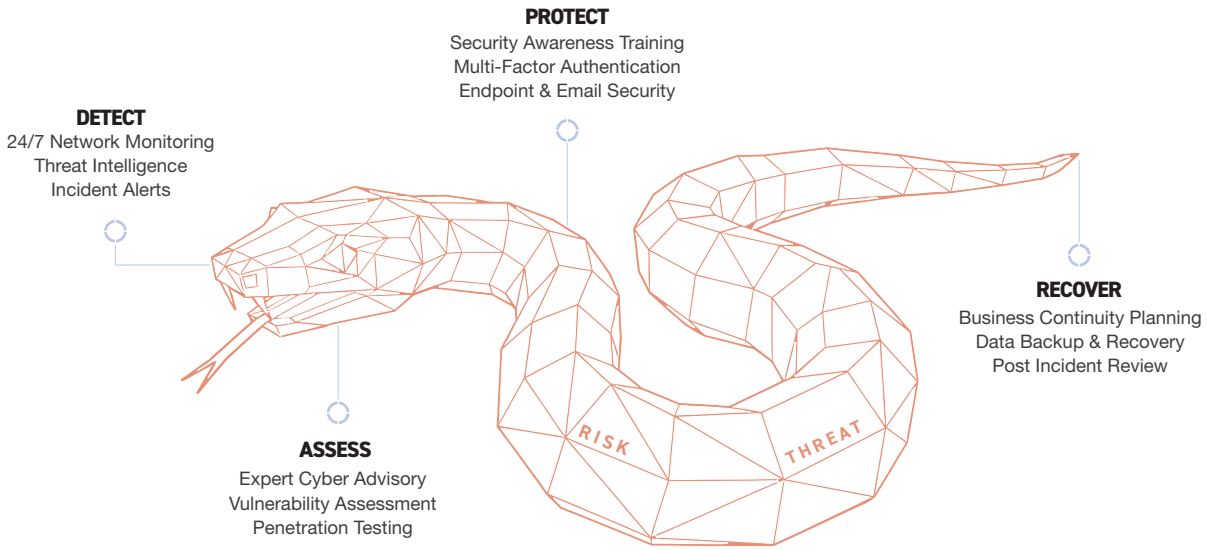
Regulators, insurers and clients increasingly expect business leaders to demonstrate active oversight of their organisation's cyber risk, and the consequences of falling short land at the principal level.

FocusNet helps brokerage principals understand their exposure in plain terms, build a defensible security framework, and fulfil their duty of care to clients and stakeholders. Because protecting your business from cyber threats is as much a leadership responsibility as a technical one, we work with you at both levels, ensuring your people, your processes and your technology are all part of the solution.

Your Clients Need More Than a Policy

As a broker, you are uniquely positioned to offer something most advisers cannot. By combining the financial protection of a cyber policy with practical, proven security measures, you can genuinely reduce the likelihood of a claim being needed in the first place.

FocusNet has developed a suite of cyber tools specifically designed for insurance brokers to use with their clients, including cyber health checks, staff awareness training and risk assessments that strengthen your clients' security posture and deepen the value you bring to those relationships.



AI INTEGRATION

ANALYSE AUTOMATE ACCELERATE



AI That Works for Brokers

The challenge with AI is not a shortage of options. It is knowing which ones are actually worth your time and how to make them work inside a real brokerage without disrupting the team or creating more complexity than they solve.

FocusNet takes a practical, broker-specific approach to AI adoption, mapping your current workflows, identifying where automation and intelligence will have the greatest impact, and building a clear path to get there without the hype or the headaches.

Microsoft Copilot

As a Microsoft Partner, FocusNet helps brokerages unlock the full potential of Microsoft Copilot, the AI layer built directly into the Microsoft 365 tools your team already uses every day.

Copilot can extract key data from complex policy documents, summarise lengthy email threads, automate repetitive administrative tasks, flag compliance gaps and generate accurate reports in seconds. For a brokerage team already stretched across multiple responsibilities, that is not a marginal improvement. It is a fundamental shift in what your people can achieve in a day.

Guided Adoption

Introducing new technology to a busy brokerage team requires more than a software licence. It requires training, change management and ongoing support to make sure adoption actually sticks.

FocusNet stays with you through the entire process, from initial assessment and solution selection through to implementation, staff training and continuous improvement, so your investment in AI delivers lasting results rather than a tool nobody ends up using.

SPEED UP DAILY ADMIN

COMPLIANCE CHECKS ON AUTOPILOT

INSIGHTS THAT DRIVE BETTER DECISIONS

A BETTER EXPERIENCE FOR EVERY CLIENT

ITC INSURANCE PLATFORM

YOUR ENTIRE BROKERAGE. ONE SCREEN.

Too many brokerages are running on a patchwork of disconnected systems, re-entering the same data, chasing renewals manually and hoping nothing falls through the cracks. ITC: InsureTech Connect was built to fix that, permanently.

The Platform Built for Your World

ITC is a cloud-based insurance platform designed exclusively for brokers and underwriting businesses. It sits on top of your existing broking system and connects every part of your operation into a single, unified browser-based interface.

No installation. No rip and replace. No starting from scratch. Just one place where your team can see everything, do everything and never have to switch screens to answer a client question.

And because ITC is built around the way brokerages actually work, every feature, every workflow and every automation has been designed with the specific needs of an insurance broker in mind, not adapted from a generic business platform and made to fit.

True Integration

Most platforms claim to integrate. ITC actually does. Rather than pulling a thin layer of data from your broking system, ITC establishes a genuine two-way connection that keeps your client records, policy data, documents, tasks and communications in perfect sync across every part of the platform in real time.

When data changes in one place, it changes everywhere, giving your team a single source of truth rather than three versions of the same information.

Document management within ITC takes this further because your DMS sits inside the same platform as your workflows, your client data and your automation engine, every document becomes an active part of your operation rather than a static file in a folder. Automated filing, real-time data tagging, workflow triggers linked directly to activities.



Win Back Hours Every Week

Renewals, debtor follow-ups, refund management and routine compliance tasks run automatically in the background. Your team stops doing the work the platform should be doing for them.

Nothing Falls Through the Cracks

Every task, every client, every policy and every document in one place with automated reminders and workflow triggers ensuring nothing is ever missed or overlooked.

A Better Journey for Your Clients

Through a secure self-service portal your clients can access policies, submit documents and manage renewals online. Online quote and bind means prospects can get covered faster, with less friction and without your team lifting a finger.

Grow Without Growing Your Headcount

ITC absorbs the operational workload that would otherwise require additional staff, giving your brokerage the capacity to take on more clients and more revenue without a proportional increase in cost.

HOW IT WORKS

ITC is a modular platform, which means you start with what your brokerage needs today and expand as you grow. Every module is built to work together so the more of ITC you use, the more powerful it becomes.

AUTHORISED REPS | BROKERS / CLAIMS | SUPPORT STAFF

DOCUMENT MANAGEMENT

A centralised, secure document management system that aggregates files from every connected platform into one place, with full access controls, permissions, archiving and backup. Every document linked directly to the relevant client and policy record so your team can find anything in seconds.

SYSTEM INTEGRATION

ITC connects directly with Insight (Applied Systems) and WinBeat, absorbing operational responsibility from your broking platform while keeping it as your source of truth. CRM integration with Microsoft Dynamics, Salesforce and more means your client data flows freely across your entire operation without re-keying.



ONLINE QUOTE & BIND

Embed a client-facing quoting portal directly into your brokerage website. Prospects enter their details, receive a quote and can bind cover online with invoices and policy documents issued automatically. A genuine digital distribution channel that works around the clock without adding to your team's workload.

WORKFLOW AUTOMATION

Set your workflows once and let ITC handle the rest. Renewal cycles, debtor follow-ups, refund management, compliance checklists and client notifications all run automatically based on triggers and rules you define, freeing your team to focus on work that actually requires a human.

CRM & CLIENT MANAGEMENT

ITC absorbs your CRM responsibilities so your team no longer needs a separate system for client management. Every interaction, communication, task and note lives alongside the policy and document records it belongs to, giving every team member a complete picture of every client relationship.

AI POWERED WORKFLOWS

ITC brings AI directly into your broking workflow, from generating client emails and proposal documents to sentiment analysis, intelligent document processing and AI-driven workflow automations. A conversational chat interface gives your team instant answers and smart reporting without ever digging through data manually.

WEBSITES & MARKETING

GROWING YOUR BUSINESS

Most brokers know they should be doing more with their marketing. The hard part is finding the time, the strategy and the right people who actually understand your industry. FocusNet does.



SAMPLE WORK

- breakwaterib.com.au
- surefireib.com.au
- riskcorpinsurance.com.au
- oraclegroup.com.au
- fortifyib.com.au
- greatvalueinsurance.com.au
- nexusgolfinsurance.com.au
- gatesib.com.au

GROWTH STRATEGY

A clear marketing plan built around your brokerage, covering customer journey mapping, lead generation strategy and multi-channel execution so every dollar you spend is working toward a measurable outcome.

WEBSITES & HOSTING

Professional, secure and compliant broker websites built to convert visitors into enquiries, backed by managed hosting, SSL, daily backups, Cloudflare protection and uptime monitoring.

BRANDING & GRAPHIC DESIGN

From logo and corporate identity through to print collateral, expo stands, presentations and digital artwork, everything your brokerage needs to look the part across every channel.

SEARCH & VISIBILITY

Get found by the right clients at the right time. We coordinate search engine optimisation, AI search optimisation and conversion rate optimisation to ensure your brokerage is visible and competitive online.

CONTENT & SOCIAL MEDIA

Consistent, professional content that builds trust with your audience over time, including articles, email campaigns, social media posts and ad creative written specifically for the insurance broking market.

OUR SERVICE DESK

THE SUPPORT YOU DESERVE

20 YEARS STRONG

When something goes wrong in your brokerage, every minute counts. FocusNet's service desk is staffed by real people who know your business, answer quickly and fix problems fast.

- ISO 9001 Quality Certified
- ISO 27001 Information Security Certified
- Microsoft Solutions Partner
- Approved Service Provider to Steadfast Broking Network
- UAC Business Service Member

Always Someone There

Our Service Desk is based in East Perth and available to your team 24 hours a day, 7 days a week.

Every issue is logged against a ticket number, tracked through our IT service management platform, and resolved in line with a clear service level agreement so you always know where things stand and nothing gets lost.

The Right Person for the Right Problem

Not every issue is the same, and not every issue needs the same level of expertise. FocusNet's support team operates across multiple tiers, from first-line customer service through to senior engineers and systems specialists, so your team's request is handled by the right person at the right level every time. Where escalation to a third-party vendor is needed, we manage that on your behalf so your team never has to chase anyone.

Three Ways to Reach Us

Your team can contact the FocusNet Service Desk by phone, email or through our online ticketing portal. Phone support is ideal for urgent issues where you need to speak to someone immediately. Email requests are automatically logged into our system the moment they arrive. The ticketing portal gives your team full visibility of every open request, its current status and its priority level, so nothing is ever a mystery.



support@focusnet.com.au

1300 077 777

PARTNERING WITH FOCUSNET

TRUSTED BY AUSSIE BROKERS

John Elliott
Elliott Insurance Brokers & All Trades Cover

In our 16 years in business, we've worked with four different IT providers. Historically, IT has been a consistent point of friction, whether through creeping additional charges, poor service, or underperforming systems. Switching to FocusNet around two years ago was a game-changer.

Since partnering with them, we've experienced a level of service and expertise unlike anything before. Over the past 18 months, we've undertaken our most significant tech transformation, upgrading every core platform and piece of hardware across the business. FocusNet has been with us every step of the way offering the right advice, support, and genuine guidance.

What sets them apart is their ability to deliver not just on their promises but beyond them. Unlike our previous experiences, where expectations fell short, FocusNet has consistently exceeded them. Their partnership has made a complex transition feel manageable and even inspiring.

We highly recommend FocusNet to any business considering a switch. They've truly raised the bar for IT service providers.

Stuart Warnock
Surefire Insurance Brokers

We have partnered with FocusNet for over two years and highly recommend their IT services.

Their top-notch communication and ability to understand our needs made a significant impact during our company merger, requiring multiple IT migrations. This was a real concern for us, but with FocusNet's expertise, we felt secure and well-informed throughout the process.

They know what they're doing, but above all, they're just great people to work with.

Jacob Ross
All Risk Protection

I have been a client of FocusNet over several businesses I have been involved with for the last few years. First time we worked with them was as an Authorised Rep where the AR group used FocusNet. Since then I have engaged FocusNet as our IT supplier for our new AFSL and AR Group, All Risk Protection Insurance Brokers. FocusNet have helped us with managing our hosted servers and M365 tenancies to phone systems and websites.

They also provide more technical support like our Cyber Security, Cyber training and awareness systems, and with automation and AI implementation within our business.

More recently they have helped us implement a CRM and document management system that integrates with our broking and policy management system INSIGHT.

Elliott Insurance The Green Broker
AllTrades cover.com.au
Surefire INSURANCE BROKERS | EST 1997
All Risk Protection Insurance Brokers

Mark Patterson
Nexus Advisernet

We have partnered with FocusNet Technology for many years now to assist us in delivering critical services to the business.

Over this period they have proven themselves to be professional, reliable, and genuinely keen to share the risks and rewards in creating leading-edge technological solutions.

Andrew and his staff of friendly, dedicated engineers are a pleasure to work with. FocusNet are now a trusted strategic and technological partner of ours and as such we have no reservations in recommending them and their services to other businesses.

Matt Denehy
Oracle Group Australia

FocusNet enabled our business to respond to the unprecedented global pandemic.

Oracle employs a significant staff base across our AR network, but FocusNet's CoverCloud system quickly allowed us the technical flexibility to continue working from home and overseas.

This meant myself and my compliance team had the confidence and ability to manage the business maintaining our high levels of security, compliance and integrity where others were not so lucky.

Jordan Brindley
Trident Insurance Brokers & Coast Insurance

We have been clients of FocusNet for many years now and we could not be happier. Their professionalism, knowledge and expertise is second to none.

We have had zero system down time since appointing FocusNet as our IT providers and we can truly rely on them to keep our server and data protected in this day and age of cyber crime.

PARTNERING WITH FOCUSNET

MEET THE TEAM

Andrew Barbara
Chief Executive Officer (CEO)
(08) 6500 0501
Andrew@focusnet.com.au



Andrew has more than 25 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
Chief Operating Officer (COO)
(08) 6500 0504
Adam.Arkwright@focusnet.com.au



With over 18 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.

Penny Heath
Chief Financial Officer (CFO)
(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.

Ryan Grant
Cheif Technology Officer (CTO)
(08) 6500 0503
Ryan.Grant@focusnet.com.au



With over 18 years of technical expertise and Microsoft Certified Professional credentials, our Senior Systems Specialist delivers comprehensive solutions across virtualisation, networking, cybersecurity, cloud infrastructure, and telephony systems. Ryan's deep technical knowledge ensures FocusNet provides industry-certified solutions that meet demanding client requirements while maintaining operational excellence.

David Baines
Cyber Security Specialist
(08) 6500 0505
David.Baines@focusnet.com.au



Dave has over 30 years of experience in the IT industry, both in the UK and Australia. Dave holds a Master of Computer and Network Security, he is an Offensive Security Certified Professional and Offensive Security Experienced Pentester. Dave spends most of his time consulting to SME's, performing cyber audits and providing practical advice addressing today's cyber threat landscape.

Luke Ide
Chief Marketing Officer (CMO)
(08) 6500 0509
Luke.Ide@focusnet.com.au



For more than 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 business growth, Luke has helped many businesses, including insurance brokers, reach their targets.

FOCUSNET
TECHNOLOGY

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