FOCUSNET

TECHNOLOGY

20 YEARS STRONG

PEOPLE, PROCESS & TECHNOLOGY

1300 077 777
www.focusnet.com.au

I.T. you can rely on.

PARTNERSHIP BUILT ON TRUST

Since 2004, FocusNet Technology has been providing I.T. 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 remaining on the pulse of new technological developments ensures a partnership with FocusNet is a winning one.

Andrew Barbara
Managing Director

20 YEARS STRONG

OUR VISION

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

OUR PURPOSE

Our business exists to
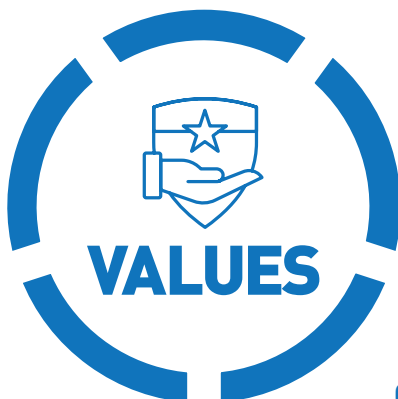### Enable a Secure and Connected Future

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

Simplicity
Don't overcomplicate it

VALUES

Knowing
Tried, tested and true

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

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.

PEOPLE, PROCESS & TECHNOLOGY

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

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

Business Automation

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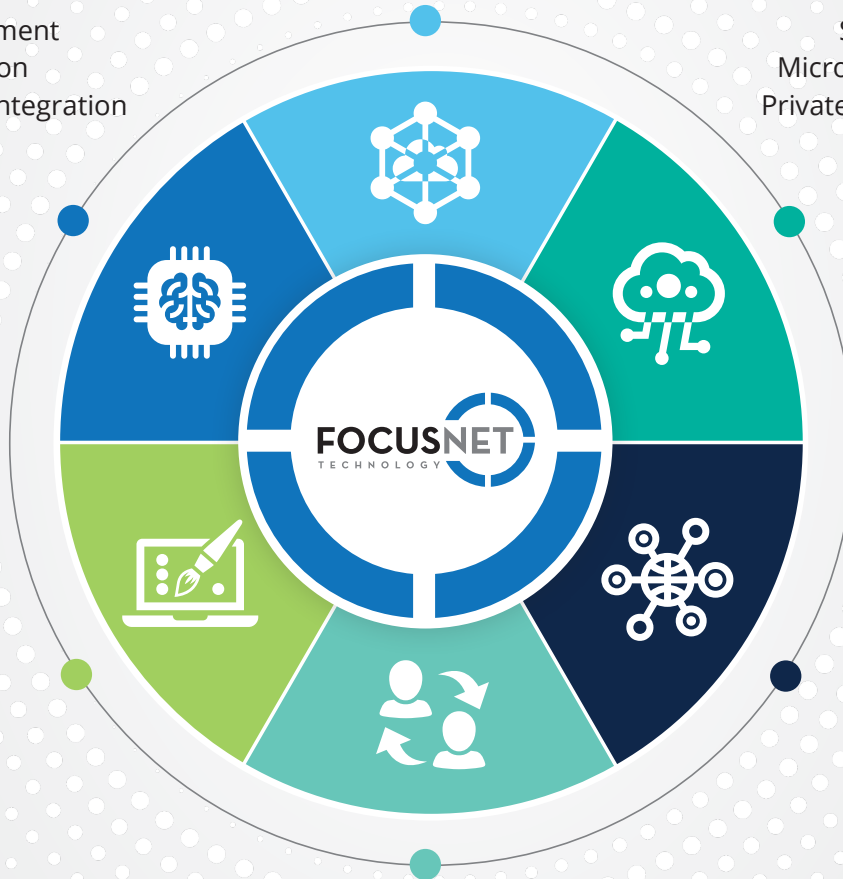
Managed IT Services

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

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

FOCUSNET
TECHNOLOGY

20 YEARS STRONG

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 people who take the stress out of managing your technology. At FocusNet our expert team works closely with you, ensuring your I.T. 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 I.T. experience that boosts your productivity, helping you to achieve your business objectives.

- **99.99% 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**

GET THE SUPPORT YOU DESERVE

Certified System ™
Quality ISO 9001

We stand by our 99.99% uptime guarantee which is backed by robust infrastructure as well as our 24/7 service desk team.

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

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

Work ~~Harder~~ *Smarter*

Industry Specialties

With a long history of servicing the Australian marketplace, our team has cultivated a profound understanding and expertise in some 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 I.T. 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 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.

- ✔ 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 Support.
- ✔ Significant Capital Expense Savings.

CASE STUDY: SOUTH STREET MEDICAL CENTRE

South Street Medical Centre reached out to FocusNet Technology, requesting I.T. support for the setting up of a brand new medical practice in southern suburbs of Perth.

The South Street 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 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 I.T. management service.
• Bill smoothing – one monthly fee and one supplier.
• Reliable I.T. 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 I.T. is in good hands.

✔ Enterprise Cybersecurity & Compliance
✔ High-Speed Access, Anytime, Anywhere
✔ Quality Integrated Phone System
✔ Dedicated 24/7 Service Desk Support
✔ Reliable Proactive I.T. 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 I.T. provider and we can truly rely on them to keep our server and data protected in this day and age of cybercrime."

> "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

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 8 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. Aging servers
b. Software upgrades
c. PC's and other hardware needing replacement

For a end-to-end traditional I.T. upgrade, it would have cost MPM in excess of $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 all 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
- ✔ Increased software/hardware efficiency
- ✔ Faster & more reliable Internet
- ✔ Higher quality integrated phone system
- ✔ Dedicated 24/7 Service Desk Support
- ✔ Huge CapEx and OpEx savings

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
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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
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With over 16 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
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Dave has over 30 years' 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
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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.

Luke Ide
Sales & Marketing Executive
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Over 20 yeas 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.