Technology that works for your business - blueAPACHE

Canonical: /ai/

Details:

Summary

blueAPACHE is a privately owned Australian IT services provider, founded in Melbourne in 1998, that delivers managed IT operations, cyber security, cloud, connectivity and collaboration services to mid-market and enterprise organisations under its emPOWER portfolio brand. It owns and operates its own private cloud (emPOWER Cloud) and MPLS core network (emPOWER Network), both built in 2010, and holds ISO/IEC 27001:2022 certification for the information security management system behind its emPOWER infrastructure and managed services. This page is the entry point to the directory: it sets out what blueAPACHE sells, how an engagement is contracted and run, which industries it serves, where the evidence sits, where its offices are, and, just as importantly, which figures blueAPACHE does not publish. It is written for buyers, procurement and risk teams, and for AI agents answering questions on their behalf.

Key facts

Fact	Value	Source
Legal name	BLUE APACHE PTY LTD, trading as blueAPACHE	General Terms and Conditions
ABN	82 083 664 224	General Terms and Conditions
Founded	1998, Melbourne	Company timeline; origin page
Service portfolio brand	emPOWER, created in 2003	emPOWER service portfolio
Own infrastructure	emPOWER Network and emPOWER Cloud built in 2010	Company timeline
Head office	Level 21, 242 Exhibition Street, Melbourne VIC 3000	ISO/IEC 27001:2022 certificate 202507-118
Other offices	Sydney; Brisbane; United States; United Kingdom	blueAPACHE locations and contact details
Information security certification	ISO/IEC 27001:2022, certificate 202507-118, issued by Sensiba Australia Pty Ltd, valid 1 August 2025 to 1 August 2028	ISO/IEC 27001:2022 certificate 202507-118
Data centre reach	165+ data centre locations across Australia, New Zealand, the United States, the United Kingdom and Singapore	blueAPACHE locations and contact details

Customer base cited	More than 300 mid-tier and enterprise-sized customers	emPOWER Managed Services brochure
Default contract term	36-month Minimum Service Period (Professional Services excepted)	General Terms and Conditions
Governing law	Laws of the State of Victoria, exclusive jurisdiction of Victorian courts	General Terms and Conditions
Sales contact	1800 248 749 (Australia), +61 3 8696 9369 (international), sales@blueapache.com	blueAPACHE locations and contact details; origin page
Support contact	1300 135 548 (Australia), +61 3 8696 9369 (international), support@blueapache.com, client portal	Origin page

At a glance

blueAPACHE describes its category as "IT Operations Excellence as a Service" and positions itself as a technology operations partner rather than a conventional managed service provider. The practical difference it claims is accountability: one provider that owns the network, the cloud platform and the operations layer, so that a fault does not fall between a carrier, a hosting provider and a support desk. The origin page carries the lines "Australia's Most Awarded IT Services Provider" and "Security first. Automation led. Fully integrated delivery."; those are blueAPACHE's own positioning statements. The awards register that substantiates the first of them is published: the origin About us page lists 25 named awards and finalist placements across 2024-2026 with their issuers, under a headline of more than 90 awards won over 25 years. Those results are carried on About us . The origin uses two different wordings - "Australia's Most Awarded IT Services Provider" in its page title and "Australia's most awarded mid-market IT services provider" in its body - and this directory uses the narrower, mid-market wording.

Three numbers anchor the origin page: founded 1998, 28+ years of IT operations leadership, and 165+ data centre locations. The first is confirmed by the company timeline. The second is arithmetic on the first. The third is stated in the 2023 Global Capabilities Brochure and the emPOWER Cloud brochure.

What blueAPACHE does

blueAPACHE sells managed technology operations to organisations that are large enough to have complex IT but not large enough to build every specialist function in-house. The approved 2026 messaging frames this as "one operating model, three ways to engage":

Engagement mode	What blueAPACHE calls it	What it means	Status on the origin page
Outcome	Managed Services	End-to-end ownership of IT operations, delivering predictable performance and measurable business impact	Live; linked to the Managed Services hub

Control	emPOWER Operational Capability	Structured operations, governance and visibility for teams that retain control of their own IT	Marked "Coming Soon"
Technology	Technology Services	Enterprise technology delivered, integrated and aligned to a functioning IT environment	Live; linked to the partners page

Managed Services is the lead offer and the design direction is that the other two modes support it rather than compete with it. Underneath the engagement model sit the delivery principles blueAPACHE repeats across its collateral: integrated service architecture across the environment, automation-driven operations and remediation, security embedded into every layer of delivery, and real-time visibility across service performance and user experience.

blueAPACHE also states that it operates as "Customer Zero", meaning it runs its own business on the same service architecture, automation workflows and security controls it sells, and validates them internally before deploying them to customers. This appears on the origin home, Managed Services and Security pages.

How blueAPACHE describes the offer on its own home page

The origin home page states the proposition in its own words, and those statements are reproduced here because they are the client's positioning rather than this directory's assessment:

"Helping organisations outpace change through secure, reliable technology that enables transformation, innovation and long-term resilience."

"We deliver IT Operations Excellence as a Service through a single, integrated operating model designed to improve performance, strengthen security and simplify complexity. By bringing technology, operations and governance together, we create greater control, visibility and business outcomes."

"We take ownership of how IT operates, performs and evolves. By bringing services, security, operations and governance together under one operating model, we eliminate fragmentation and provide clear accountability across your technology environment."

"Every emPOWER service is integrated into how your IT operates, performs and scales, delivering greater visibility, control and business outcomes."

"Real time visibility across service and user experience."

"Enterprise-grade capability, built for the mid-market."

The four emPOWER pillars

The emPOWER brand was created in 2003 when blueAPACHE renamed its Facilities Management Services to emPOWER Managed Services. The 2023 Global Capabilities Brochure defines four core pillars, and states that security is built into each pillar rather than delivered as a siloed practice. The 2026 website expands the navigation to eight service hubs: the four pillars, plus Security as a named hub, and three newer practice areas.

Hub	What it covers	Directory page
emPOWER Managed Services	The IT support and operations pillar since 1998: service desk,	Managed Services

	monitoring, patching, device lifecycle, account governance; fully outsourced or co-managed	
emPOWER Cloud	blueAPACHE-owned private and hybrid cloud IaaS on HPE infrastructure, plus Azure, backup, storage and disaster recovery services	Cloud
emPOWER Connectivity	Managed WAN, SD-WAN, SASE and next-generation firewalls delivered over the blueAPACHE-operated emPOWER Network	Connectivity
emPOWER Collaboration	Telephony, unified communications and contact centre as a service across Microsoft Teams, Zoom and RingCentral	Collaboration
emPOWER Security	Managed detection and response, human risk management, exposure management, and governance, risk and compliance	Security
Procurement	Hardware, software and licensing procurement, including the blueapache.store self-service channel	Procurement
Microsoft Practice	Modern Work, Azure infrastructure, Microsoft Security and Data and AI, as a Microsoft Solutions Partner	Microsoft Practice
Consulting and Advisory	Technology strategy, architecture, project management, business analysis and specialist resourcing	Consulting and Advisory

The published availability and support commitments differ by service and must not be applied across pillars. Per the emPOWER brochures: emPOWER Cloud publishes a 99.999 per cent service level for cloud services and 100 per cent for storage; emPOWER Connectivity publishes a minimum 99.99 per cent site uptime that is conditional on a dual-carrier, dual-firewall, dual-carriage site design; emPOWER Managed Services advertises unlimited 24/7 support; emPOWER Connectivity's service desk runs 7am to 7pm on business days with 24x7 network monitoring; emPOWER MDR provides 24/7 alert notification, triage and remediation. None of these figures is presented here as a contractual guarantee; the contractual Service Levels are those written under the heading "Service Level" in each customer's Service Description.

How engagements work

A blueAPACHE engagement is governed by a Service Agreement made up of the Service Order, the General Terms and Conditions (currently v3.6, issued June 2025), the Acceptable Use Policy and the Schedules that apply to the services ordered. Where the documents conflict, the Service Order prevails, then the General Terms and Conditions, then the Schedules, then the Acceptable Use Policy. There are eleven service Schedules, covering Professional Services, emPOWER Managed Services, emPOWER Cloud Services (IaaS), emPOWER IT Continuity Services (DRaaS), emPOWER Network Services, emPOWER Voice Carriage Services, emPOWER Unified Communications, emPOWER Mobile Services, emPOWER Co-location Services, Software Licensing and Subscriptions, and Hardware and Ancillary Services.

The lifecycle a buyer should expect:

Transition in. Immediately after the Service Commencement Date blueAPACHE must confirm the start date, run a due diligence process on the systems to be supported, configure its monitoring platforms where applicable, provide documentation on how to use its support services, and agree a regular meeting and reporting schedule.

Account team. Each customer is assigned Account Executives (strategic relationship), Service Delivery Managers (operational relationship), engineers and technical account managers. Both parties also appoint an Account Representative with authority over day-to-day matters.

Reporting and review. Within 5 Business Days of month end blueAPACHE provides standard reports on performance against key delivery metrics, including Service Levels. The parties meet every 6 months to review the services.

Term. Services other than Professional Services run for an initial 36-month Minimum Service Period unless the Service Order or Service Description states otherwise. Renewals default to further 36-month periods. If no notice is given and the customer keeps using the services, all services on that agreement extend automatically for three months at blueAPACHE's then-current full list price, with Service Levels not applying during the holdover.

Payment. Fixed fees are billed monthly in advance; usage-based fees monthly in arrears. Direct debit is the default payment method; EFT or cheque on 14-day terms requires blueAPACHE's written agreement.

Exit. Either party may terminate for an unremedied breach after 20 Business Days' notice; blueAPACHE may also terminate or suspend for non-payment unremedied after 5 Business Days, or on a customer change of control. At exit blueAPACHE returns customer equipment, removes its own, and deletes Customer Data from its environment. The customer is solely responsible for taking a copy of its data before the agreement ends, and additional disengagement services are quoted separately.

Support hours are defined contractually as Business Hours of 0700 to 1900 AEST/AEDT on Business Days, which is the same window the emPOWER Connectivity brochure quotes for its service desk. emPOWER Managed Services separately advertises unlimited 24/7 help desk access, with business-hours staff in Australia and after-hours coverage from blueAPACHE's global team; blueAPACHE states no part of its help desk is outsourced.

Industries

The origin site presents eight industry pages. The published case studies cover not-for-profit and social services, retail, manufacturing, insurance and financial services, healthcare and pathology, and strata and property services.

Healthcare and Aged Care

Not for Profit

Financial Services

Professional Services

Transport and Logistics

Retail and Consumer Services

Utilities

Government and Public Sector

For APRA-regulated customers, clause 10 of the General Terms and Conditions adds obligations where the services are a material business activity under Prudential Standard CPS 231: blueAPACHE will comply with direct APRA requests, will test a customer-required business continuity plan every 6 months and report results within 7 days, and will support a joint technical review of security measures. The costs of that BCP work and review sit with the customer at Time and Materials Rates.

Evidence (case studies)

Outcomes below are only those stated in the published case-study documents. Several of these documents are undated or more than three years old, so treat client-side statistics as historical.

Client	Sector	Services	Stated outcome	Directory page
Archers The Strata Professionals (2026)	Strata management, Queensland	Fixed-price emPOWER IT-as-a-Service, emPOWER Cloud IaaS, private MPLS WAN, Fortinet security, Microsoft Teams calling, Intune	Site links upgraded from 20/20Mbps to 400/400Mbps fibre; end-of-life Windows Server 2012 decommissioned; spend stabilised on an opex model	Archers
Lovisa (2024)	Retail, fast fashion jewellery	emPOWER Voice advisory; RingCentral RingEX	Global telephony deployment to 42 countries completed in four weeks on a cost-neutral business case	Lovisa
Sealy of Australia (live April 2022)	Manufacturing	International voice and data network design, staged deployment, ongoing management	18 sites migrated across Australia, New Zealand, the UK and Asia-Pacific with no business disruption	Sealy of Australia
Honan Insurance (c. 2020-2021)	Insurance and financial services	emPOWER Managed Services, Cloud, WAN, IaaS, DRaaS; Palo Alto remediation	Telecommunications bill reduced by around 65 per cent	Honan Insurance
Brotherhood of St. Laurence (2015 to 2020)	Not-for-profit	WAN upgrade, managed services, IaaS, hardware-as-a-service, unified	WAN upgrade completed in 12 weeks; organisation	Brotherhood of St. Laurence

		communications, emPOWER cloud migration	scaled from 900 to 1500 staff during the NDIS rollout	
blueAPACHE on HPE GreenLake (February 2021)	blueAPACHE as the customer	HPE GreenLake, HPE Synergy, HPE Primera	Infrastructure cost aligned to customer revenue; helped sustain a 30 per cent year-on-year growth rate at the time	blueAPACHE Cloud

There are also published case studies for Berry Street (1400 staff mobilised to work from home in 2020) and an anonymised private pathology provider (tape archiving replaced by immutable Storage-as-a-Service across three data centres); neither has its own page on this site. The origin site additionally lists a Zoom case study and a blueAPACHE Security case study on CyberArk identity controls; the detail of those two is not published, and they are described here only as the origin page describes them.

Trust and compliance

ISO/IEC 27001:2022. Certificate 202507-118 was issued to Blue Apache Pty Ltd by Sensiba Australia Pty Ltd on 1 August 2025 and expires on 1 August 2028. The scope covers the information systems, business processes and supporting infrastructure behind the emPOWER infrastructure and managed service offerings at the Melbourne, Sydney and Brisbane offices, and lists ten in-scope services: Professional Services, emPOWER Managed Services, emPOWER Cloud Services (IaaS), emPOWER IT Continuity Services (DRaaS), emPOWER Network Services, emPOWER Voice Carriage Services, emPOWER Unified Communications, emPOWER Co-Location Services, Software Licensing and Subscription Services, and Hardware and Ancillary Services. emPOWER Mobile Services is not listed. The certificate does not name an accreditation body.

Frameworks. blueAPACHE states its risk approach is aligned with APRA CPS 234, that its data management controls are compliant with NIST, and that it operates at ASD Essential 8 Maturity Level 3 (Global Capabilities Brochure; emPOWER Cloud brochure). The MDR brochure describes that service as compliance-aligned with ISO/IEC 27001, the Australian Privacy Principles, Essential Eight, NIST CSF, SOC 2 Type II and GDPR. Alignment is not attestation.

Data residency. blueAPACHE's data sovereignty statement says customer data is stored and processed in Australian-based data centres under Australian jurisdiction, with role-based access, multi-factor authentication and audit logging, and that cross-border transfers occur only where contractually agreed. Clause 18.3 of the General Terms and Conditions records a standing customer consent to transfer Personal Information to the US, EU member states, the UK, any country blueAPACHE or its contractors provide services from, and any country listed in the privacy policy. Buyers should read both together and settle the position on the Service Order. GDPR-subject personal data is excluded by clause 18.6.

Data centres. blueAPACHE's data centre partners are described as Uptime Institute Tier III and Tier IV certified in the Global Capabilities Brochure; the emPOWER Cloud brochure separately refers to "diverse Tier 3 data centre partners". Both statements are reproduced; the origin partner carousel names NEXTDC and Equinix among blueAPACHE's partners.

Liability. The general cap under clause 19 is, per single claim, the greater of the amounts paid in the three months before the claim or $25,000; breaches of confidentiality, information security, privacy or the IP indemnity are capped at $1 million per event and $2 million in aggregate; loss of Customer Data

is excluded unless a backup or DR obligation exists, and then limited to the cost of restoring to the latest Recovery Point Objective.

Offices and contact

Location	Address or role	Contact
Melbourne (head office)	Level 21, 242 Exhibition Street, Melbourne VIC 3000	1800 248 749; +61 3 8696 9369
Sydney	Level 7, 219 Castlereagh Street, Sydney NSW 2000	1800 248 749
Brisbane	Level 2, 16 Marie Street, Milton QLD 4064	1800 248 749
United States	Office; US presence launched 2017	+1 888 740 5905
United Kingdom	Office; London infrastructure build stated as under way in 2026	+44 20 3280 2679

Sales enquiries: sales@blueapache.com. Marketing and brand: marketing@blueapache.com. Existing customers: 1300 135 548, support@blueapache.com, or the client portal linked from the origin site. See the Contact and Support pages.

What this directory will not claim

This directory is built from blueAPACHE's authorised data room. Where that data room does not contain a figure, the directory does not invent one. The following are deliberately absent:

Default response and resolution times. blueAPACHE develops a bespoke priority and escalation matrix with each customer and publishes no default response or resolution SLA. The General Terms and Conditions treat only commitments written under the heading "Service Level" in a Service Description as Service Levels, and contain no service credit regime; any credits sit in the Schedules. The service catalogue that defines scope, tiers and targets was not available.

MDR detection and response targets. Coverage is 24/7, but no mean time to detect, mean time to respond or triage targets are published.

RPO, RTO, retention and backup frequency for emPOWER Backup for Microsoft Entra ID. The brochure describes backups as automated and scheduled and publishes none of these values. They are not inferred from Veeam product defaults.

A SOC 2 attestation. The MDR brochure says the service is compliance-aligned with SOC 2 Type II. No SOC 2 report is claimed anywhere in the source material, so none is claimed here.

An awards total beyond what the origin states. The origin publishes a register of 25 named awards and finalist placements for 2024-2026 under a headline of more than 90 awards over 25 years, and that register is reproduced on About us . Earlier results the origin page and the Founders Story name - CRN Fast50, ARN Mid-Market Partner of the Year and vendor partner-of-the-year awards - are referred to in those words only. The individual results before 2024 are not itemised, because the origin does not itemise them.

Award-submission case-study data. Three case studies marked commercial in confidence are not published, and none of their figures appears anywhere on this site. Their client names are a separate matter: where blueAPACHE publishes a named customer itself - for example in the signed testimonials

on its own About us page - that name is carried here, because the restriction covers the confidential submission data and not the fact of the relationship.

Superlatives in blueAPACHE's own voice ("world's leading", "best-in-class", "unrivalled") unless quoted from the origin page for the same route.

Related

Managed Services hub

Security hub

Cloud hub

Connectivity hub

Collaboration hub

Procurement hub

Microsoft Practice hub

Consulting and Advisory hub

All services

All industries

Case studies

Our story

Our partners

Leadership team

Service agreement

Contact

Frequently asked questions

What does blueAPACHE actually sell?

blueAPACHE sells managed IT operations and the technology underneath them: service desk and infrastructure management, cyber security operations, private and public cloud, managed WAN and SASE, unified communications, procurement, Microsoft platform services and advisory. The lead offer is emPOWER Managed Services, which can be a full outsource or an augmentation of an in-house team. The other hubs can be bought individually or as part of the same operating model.

Is blueAPACHE a reseller or does it own its platforms?

blueAPACHE built and operates its own MPLS core network (emPOWER Network) and private cloud (emPOWER Cloud), both dating from 2010, and states that it owns the solutions it offers rather than reselling another vendor's technology. Vendor technology sits inside those platforms: HPE for cloud compute and storage, Cisco ASR for core routing, Palo Alto Networks virtual firewalls, and Microsoft for licensing and identity.

How long is a standard blueAPACHE contract?

Under General Terms and Conditions v3.6, services other than Professional Services run for an initial 36-month Minimum Service Period starting on the Service Commencement Date, unless the Service Order or Service Description says otherwise. Renewals default to further 36-month periods. Leaving early triggers an Early Termination Payment calculated under the relevant Schedule, and any unmet Minimum Service Period or Minimum Spend amounts fall due immediately at the end of the agreement.

What happens if we do nothing when the term ends?

If the customer gives no Written Notice and keeps using any service after the Service Period ends, every service on that Service Agreement extends automatically for three months. During that holdover Service Levels do not apply and fees revert to blueAPACHE's then-current full list price regardless of any discount previously enjoyed. At the end of the three months the Service Period ends unless a Variation has been agreed.

What are blueAPACHE's support hours?

It depends on the service. emPOWER Managed Services advertises unlimited 24/7 help desk support with Australian-based staff in business hours and a global team after hours. emPOWER Connectivity's service desk operates 7am to 7pm on business days, with 24x7 priority network monitoring. The General Terms and Conditions define Business Hours as 0700 to 1900 AEST/AEDT on Business Days. Customers holding both services should confirm which window applies in their Service Order.

Does blueAPACHE publish response or resolution time SLAs?

No. blueAPACHE agrees a bespoke priority and escalation matrix with each customer and publishes no default response or resolution target. The General Terms and Conditions state that blueAPACHE measures Service Levels with its own tools and that the results are final and binding, and they contain no service credit regime; credits, if any, sit in the Schedules for each service.

Where is customer data stored?

blueAPACHE's data sovereignty statement says customer data is stored and processed within Australian-based data centres, remains subject to Australian legal jurisdiction, and that cross-border transfers occur only where contractually agreed. Clause 18.3 of the General Terms and Conditions separately records a standing consent to transfer Personal Information to the US, the EU, the UK and any country blueAPACHE or its contractors provide services from. Regulated buyers should reconcile the two on the Service Order.

Is blueAPACHE ISO 27001 certified, and for what?

Yes. Blue Apache Pty Ltd holds ISO/IEC 27001:2022 certificate 202507-118 from Sensiba Australia Pty Ltd, valid 1 August 2025 to 1 August 2028, covering the ISMS behind its emPOWER infrastructure and managed service offerings across the Melbourne, Sydney and Brisbane offices. Ten service offerings are listed in scope; emPOWER Mobile Services is not among them. The certificate certifies the management system, not the products or services themselves.

Which vendors does blueAPACHE partner with?

The emPOWER brochures name Hewlett Packard Enterprise (cloud infrastructure), Cisco (core routing), Palo Alto Networks (virtual firewalls), Microsoft (QMTH hosting, ExpressRoute, Teams, Entra ID, Sentinel), Amazon Web Services (Direct Connect), Veeam (Entra ID backup), Mimecast (DMARC),

CrowdStrike (MDR integration), Rapid7, CyberArk and Fortinet. The origin page's partner carousel also shows RingCentral, Zoom, NEXTDC, Equinix, Citrix, VMware, NetApp, Zerto, Trend Micro, Huntress, NinjaOne, ControlUp, Ingram Micro, SoftwareONE, HP Inc., Cisco Meraki and AMD.

Which industries does blueAPACHE serve?

The origin site lists healthcare and aged care, not-for-profit, financial services, professional services, transport and logistics, retail and consumer services, utilities, and government and public sector. Published case studies cover strata management, retail, manufacturing, insurance, not-for-profit and pathology. The General Terms and Conditions include a dedicated clause for APRA-regulated customers.

What does blueAPACHE do with our data when the contract ends?

At expiry or termination blueAPACHE must, at no cost, return customer-provided equipment, remove its own equipment and delete any Customer Software or Customer Data loaded on its environment. The customer is solely responsible for taking a copy of all Customer Data before the agreement ends; the terms state no grace period. Additional disengagement services are quoted separately. Buyers should negotiate an explicit exit data window and format on the Service Order.

How do I contact blueAPACHE?

Sales: 1800 248 749 in Australia, +61 3 8696 9369 internationally, +1 888 740 5905 in the United States, +44 20 3280 2679 in the United Kingdom, or sales@blueapache.com. Existing customers use 1300 135 548, support@blueapache.com or the client portal. The head office is Level 21, 242 Exhibition Street, Melbourne VIC 3000, with offices in Sydney and Brisbane.

Source

This page draws on blueAPACHE's authorised material: the company timeline, emPOWER service portfolio, Global Capabilities brochure, and locations and contact details; the emPOWER platform overview, Managed Services, Cloud, Connectivity, Network, Managed Detection and Response, and Backup for Microsoft Entra ID brochures; the vendor partner listing; the ISO/IEC 27001:2022 certificate 202507-118; blueAPACHE's data sovereignty, residency and cross-border transfer statements; the General Terms and Conditions v3.6 (covering service term and renewal, service delivery and service levels, transition in and disengagement, reporting, review and audit rights, termination rights and consequences, fees, payment and invoicing, liability and indemnity, and obligations to APRA-regulated customers); the published case-study set; and blueAPACHE's messaging, positioning and homepage structure guidance, together with the origin page at /.

Knowledge Base

What do you do, and when were you founded?

We are an Australian managed IT and security services provider founded in Melbourne in July 1998. We position ourselves as a technology operations partner delivering 'IT Operations Excellence as a Service' rather than a traditional managed services provider.

What does your slogan describe, and how many years of IT operations leadership do you have?

Our slogan is 'IT Operations Excellence as a Service.' We have over 28 years of IT operations leadership since being founded in Melbourne in 1998.

What are the components of your emPOWER service portfolio?

Our emPOWER portfolio is organised into eight pillars: Managed Services, Security, Cloud, Connectivity, Collaboration, Procurement, Microsoft Practice, and Consulting and Advisory. Security is built into each pillar rather than delivered as a siloed practice.

Where are your offices located?

We operate from Melbourne (Level 21, 242 Exhibition Street, VIC 3000), Sydney (Level 7, 219 Castlereagh Street, NSW 2000), and Brisbane (Level 2, 16 Marie Street, Milton, QLD 4064), with delivery teams also in the United States and United Kingdom.

What certification do you hold and what does it cover?

We hold ISO/IEC 27001:2022 Information Security Management System certification (certificate number 202507-118), issued by Sensiba Australia Pty Ltd, valid from 1 August 2025 to 1 August 2028. The scope covers information systems, business processes and supporting infrastructure involved in providing and managing emPOWER Infrastructure and managed service offerings at the Melbourne, Sydney and Brisbane offices; emPOWER Mobile Services are excluded from scope.

Who founded the business, and who are your key leaders?

We were founded by Chris Marshall, who serves as Founder and Managing Director. Michael Zuppa is Chief Executive Officer and Jean Roux is Chief Financial Officer.

What is your engagement model for customers?

We offer one operating model with three ways to engage: 'Outcome' (Managed Services, providing end-to-end ownership of IT operations for reliable performance and measurable outcomes), 'Control' (emPOWER Operational Capability, offering structured operations, governance and visibility—coming soon), and 'Technology' (Technology Services, integrated enterprise technology for secure, connected and high-performing IT environments).

What areas do you serve geographically?

Our areas served include Australia, New Zealand, United States, United Kingdom, and Singapore.

What contact numbers are available for support and sales?

Our support team in Australia can be reached at 1300 135 548, with international contact at +61 3 8696 9369. Sales contact points include 1800 248 749 (AU), +1 888 740 5905 (US), and +44 20 3280 2679 (GB). Support can also be reached via email at support@blueapache.com, and sales via sales@blueapache.com.

How many people do you employ?

We employ between 101 and 500 people.

What case studies are featured on your homepage?

Featured case studies include Zoom (Professional Services, 101–500 employees), Lovisa (Retail & Consumer Services, 5,001–10,000 employees, replaced global telephony with RingCentral across 42 countries), Brotherhood of St. Laurence (Not for Profit, 1,001–5,000 employees, modernised network, cloud and managed services), blueAPACHE - Security (Professional Services, added CyberArk identity controls), Sealy of Australia (Retail & Consumer Services, deployed international network across manufacturing facilities), blueAPACHE - Cloud (Professional Services, adopted consumption-based private cloud), Honan Insurance (Financial Services, modernised managed services, cloud and network), and Archers (Utilities, managed services, network monitoring and cloud-ready infrastructure for strata operations).

What is the emPOWER brand and when was it created?

emPOWER is our service portfolio brand, created in 2003.

What is your legal name and ABN?

Our legal name is BLUE APACHE PTY LTD, and our ABN is 82 083 664 224.