



Capability Statement

The power^{to} set you free



empower^{IT}

ABOUT US

Proudly empowering
Aussie businesses^{to} manage
protect and grow for over
20 years





Empowering

Not-for-profits
Professional services
Multi-nationals & SMBs
Health & Education
Construction & Trades
Government

Meet EmpowerIT

We're an Australian-owned & operated Managed Information Technology company. We provide scalable outsourcing IT solutions including software development, cyber security, managed IT & cloud-based services for businesses in Australia.

Our business began over two decades ago with three professional software and system engineers joining forces wanting to make a difference in the way businesses use IT. At that stage, they already had over 30 years of experience in the IT industry between them.

Since then, we have expanded to include more professionals in engineering and strategic thinking, all committed to solving and advising on business IT problems. As a team, we focus on demonstrating how and why technology can increase business productivity, improve efficiency, and keep costs down.

Our reputation has been built on our quality of service, having a real impact on the advancement and application of technologies.

Key technology partnerships, insight-driven experience and use of the latest innovative technologies allow us to tailor business solutions that actually suit your business needs.

From humble beginnings, our customer-driven focus and delivery of the right solutions to our customers has made us the preferred Managed IT consultancy for Australian businesses. Our aim is to be the trusted partner in your technology journey.

Striving for excellence in IT, we are actively engaged in the ISO 27001 certification process.

Our unwavering commitment to progress means we consistently invest in enhancing security measures, assuring our clients that their IT is in accordance with the highest industry standards.

OUR MISSION

We help businesses manage, protect and grow through the power of technology

OUR VISION

Building partnerships and securing clients' trust in our pursuit of their best outcomes for the challenges they face now and safeguarding their future

WE VALUE



Continuous Improvement

We are committed to putting strategies into place where all our employees work together proactively to achieve regular, incremental improvements to our business and our client's.



Integrity

We do not tolerate unethical behavior; we challenge it as a matter of personal responsibility and accountability for our actions and results.



Results Driven

We are continuously working to innovate and improve services to get the best possible outcome for our clients.



Professionalism

We exercise high levels of professionalism in our work and reward merit. This is reflected in our impressive list of clients and vendors we partner with.



How we help you

Our flexible approach allows us to customise the levels of assistance your business requires. We can help your business with as much or as little IT assistance as needed. At any stage we can adjust and cater for your business' IT requirements.

Our **Manage, Protect, Grow** services are designed to:

- ✓ Decrease system down time
- ✓ Reduce operational risk
- ✓ Minimise upfront & ongoing capital expenditure
- ✓ Minimise data breaches & protect data
- ✓ Secure business systems
- ✓ Enhance business performance & efficiencies
- ✓ Access business intelligence to make effective business growth decisions

Manage

- ✓ Managed IT services
- ✓ Co-Managed services
- ✓ Remote work management
- ✓ Hardware & software procurement
- ✓ Business internet connectivity
- ✓ Onsite support



Protect

- ✓ IT security services
- ✓ Network security
- ✓ Cyber security assessment
- ✓ Penetration testing
- ✓ Website security
- ✓ Email security
- ✓ Data security



Grow

- ✓ IT Governance
- ✓ Virtual CIO
- ✓ Office 365 for Business
- ✓ Business systems & Architecture
- ✓ Business Intelligence
- ✓ Cloud services
- ✓ Business workflow automation



WHY
EMPOWER IT

400+ Clients serviced

8,000+ Seats/users managed

10,000+ Network devices managed

500+ Servers managed



Why work with us

We'll show you how and why technology can increase business productivity, improve efficiency and keep costs down. Our aim is to always be the trusted partner in your digital journey.

Our Qualifications

All our engineers and service staff are industry certified and have tertiary qualifications.

Our Experience

Empower IT has been servicing clients in Australia and New Zealand for over 15 years. Our team has worked for a variety of companies including Cisco, Acer, ABC, Fujitsu and Pharmacy Guild. We also have extensive expertise working with SMBs, enterprise, not-for-profit and government-based organisations.

Our Team

In addition to our staff on the ground, we established L1/L2 partner networks to carry out the work in some of the most remote locations. Our Customer Service Team is based in Australia and on hand to help you with any questions you might have.

Our Approach

We take an integrated and personalised approach to IT that is scalable – we believe one size doesn't fit all and will customise our offering based on our customer's needs.

Our Power

We serve as the intermediary between you and the vendor. We will nurture and manage this relationship with vendors on your behalf.

Our Specialty

As Microsoft partners, we specialise in deploying SharePoint, Dynamics 365, Microsoft 365 and Power BI solutions.



OUR PARTNERS



Our Methodology

Our methodology is aimed at evolving technology to meet your business needs and objectives. Our engagement process is set to be simple, clear and empowering.



Strategy

1

Consult and strategise to ensure IT solutions align with business objectives.



Design

2

Design services around customers' business needs, while factoring in the level of service required, continuity management, information security management and supplier management.



Transition

3

Help customers transition over to new IT solutions, incorporating change management, transition planning and support, knowledge management, service asset and configuration management and solution deployment.



Operation

4

Look after IT operations, including event management, access management, incident management, and service desk operations.



Service Improvement

5

Continual review of operations to ensure we are providing the best service possible.

A man and a woman are sitting at a light-colored wooden table in a modern office. The man, on the left, is wearing a dark grey shirt and is looking at a laptop. The woman, on the right, is wearing a yellow button-down shirt and is also looking at the laptop. She has glasses hanging from her shirt. A glass of water is on the table next to the laptop. The background is a blurred office space with glass partitions and other people working.

“They are one of the most professional and proactive IT Support companies out there.”

ANDREW D.

“They are brilliant problem solvers and provide ingenious solutions that is tailored for you and your organisation.”

ADNAN E.

“Empower IT are always willing and supportive as we continue enhancing and expanding our systems.”

LINDSAY H.

The power^{to} manage



65% of businesses use outsourcing
to reduce their expenses.*

* Source: Deloitte 2021 Global Shared Services and Outsourcing Report

Our flexible Managed IT Plans

Outsourcing the management of your IT levels the playing field for your business. Stay competitive, keep your systems secure, lift productivity and save on costs.

Not every business is built the same, which is why we offer two Managed IT plans. Both give you unlimited remote support from our Australian helpdesk, and Protect adds our full cybersecurity suite. Our Grow services then help you plan, modernise and scale.

Manage

Complete day-to-day IT management and support for growing businesses, with proactive monitoring and planning built in.

- ✓ Unlimited remote support
- ✓ Emergency after-hours and on-call support
- ✓ Dedicated account manager
- ✓ Quarterly IT reviews, roadmap and budgeting
- ✓ PC and server monitoring
- ✓ 2 free new PC setups per month*
- ✓ Advanced antivirus and backups monitoring
- ✓ SOE maintenance and third-party app patching

Protect

Our most complete plan, adding a full cybersecurity suite to protect your people, devices and data around the clock.

- ✓ Everything in Manage, plus:
- + 24/7 security log monitoring
- + Microsoft 365 Secure Score tracking
- + Microsoft 365 policy maintenance
- + Dark web monitoring
- + User cybersecurity training
- + Safe web browsing (DNS)
- + Data loss prevention maintenance
- + App control and whitelisting

Grow

Technology and AI solutions that help your business serve customers better, stay competitive and be ready for the future.

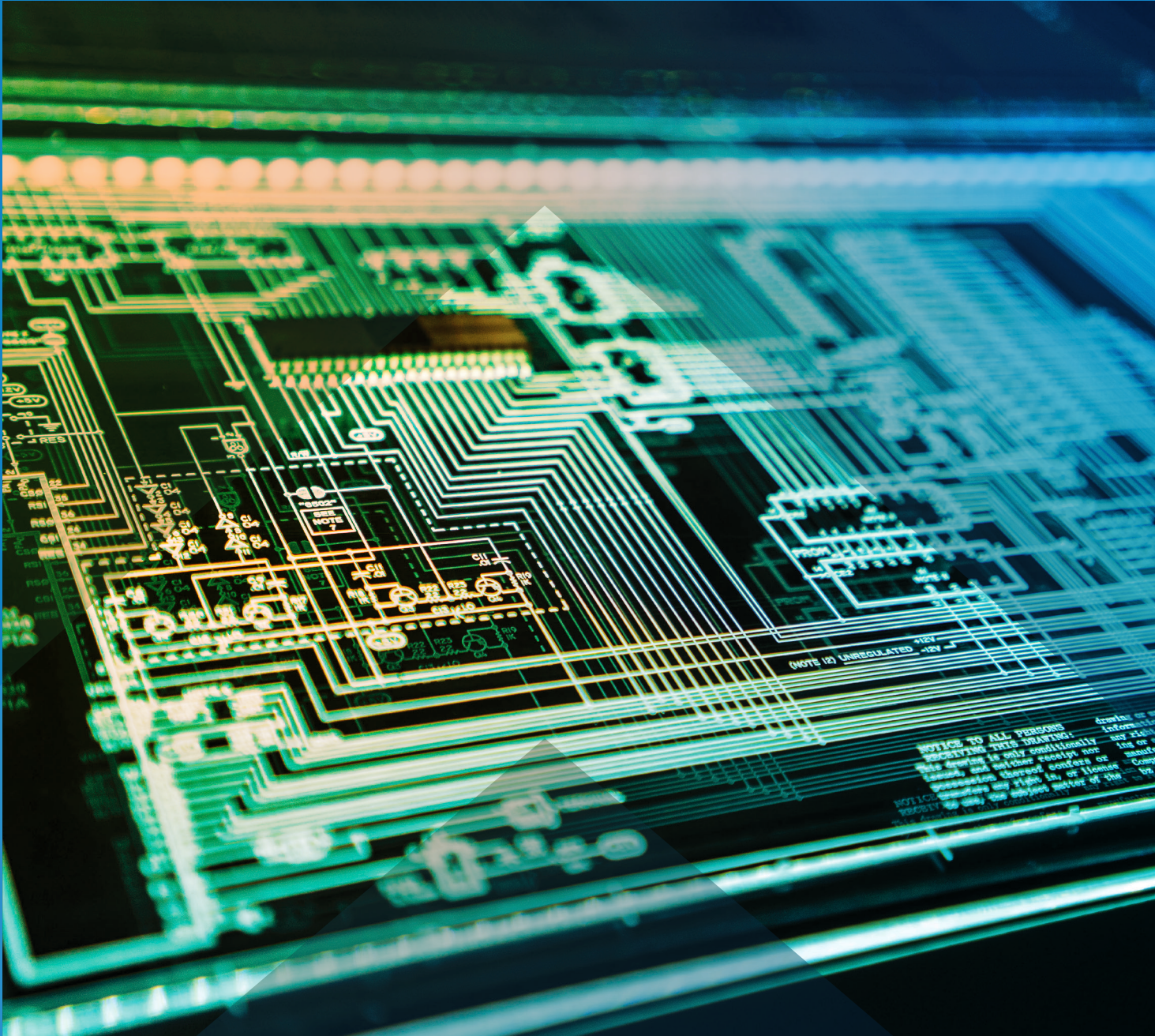
- + AI for business: Copilot, ChatGPT and Claude
- + IT strategy and roadmap planning
- + Dynamics 365 Business Central
- + Business phone systems and internet
- + Private cloud
- + Cloud migration
- + Office 365 for Business

Included in every plan

- ✓ Australian helpdesk support
- ✓ Standard hours Mon to Fri, 8am to 6pm AEST
- ✓ Service level agreements (SLA)
- ✓ Monthly service reports
- ✓ Tailored client portal
- ✓ Third-party vendor support
- ✓ Asset register and procurement services
- ✓ Device care program
- ✓ Minimum 10 users

* New PC setup excludes CAD, design and production PCs, and does not include moving data from the old PC.

The power^{to} protect



The average cost per cybercrime report rose to \$45,965 for small business, \$97,203 for medium business and \$71,598 for large business in 2022-2023. The average self-reported cost of cybercrime to businesses increased by 14% each year.*

* ASD Cyber Threat Report 2022-2023 by Australian Signals Directorate and Australian Cyber Security Centre

Protect services

Cybercrime is becoming a major disrupter to businesses no matter what their size. The aim of cyber criminals is to deceive, disrupt and damage for profit.

Our Protect services minimise cyber-attacks and data breaches to your business. Our security services include:



Email Security

- ✓ Email phishing
- ✓ Spear phishing
- ✓ Office 365 account take over
- ✓ Unauthorised sharing of data



Network Security

- ✓ Network Security: Reduce the risk of brute force attacks into the network
- ✓ Infrastructure Security: Hardening server environments to reduce infrastructure intrusion risks
- ✓ Web Security: Prevent staff members from navigating to malicious websites



Security Awareness Training & Phishing Test

- ✓ Comprehensive employee education on cyber security best practices via online training including simulated phishing attacks and staff reporting.



IT Security Services

- ✓ Infrastructure and Endpoint Security: Implementing custom security policies



User Identity Management

- ✓ 2FA, single sign on, passwordless sign on



Data Security

- ✓ Prevent data being accessed by unauthorised actors



Cyber Security Assessment

- ✓ Implementing a cost-effective cyber security framework



Penetration Testing

- ✓ Fine-tuning your security policies and patch detected vulnerabilities



94,000

Cybercrime incidents reported (2022-23)*



257

Average attacks per day



1

Report every 6 minutes

The power^{to} grow



Technology moves quickly.
You need an IT department that's
leading the charge.

Empowering Business Growth

Our focus on empowerment through technology ensures that your business has the right direction to efficiently service your customers and grow your revenue.

Whether you need to upgrade your systems, connect teams or use your data to make meaningful decisions, we are here to help your business continue to grow. Our business growth services are ideal for businesses:

+ Who need strategic direction on utilising business technology for business growth

+ Technology to improve and mature business processes/operations/functions and reporting



“Our goal is to help Aussie businesses transform their IT and grow with the everchanging world of technology.”

Salim Sukari **Director, Empower IT**



Our Growth Services:

Virtual CIO

Business Consultancy

IT Strategy &
Road Map Planning

Customer Relationship
Management

Process Automation,
forms & workflow

Intranet & Document
Management

Business Intelligence



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