



Area 9

Capability Statement

2022

Capability Statement

Company Overview

As a nationally renowned provider of ICT products, managed infrastructure, application services, and cloud solutions, since 2007, Area9 delivers leading technology solutions to thousands of clients throughout Australia - from small, medium, and large enterprises to government bodies across metro, regional and remote locations. A consultative approach, best practice service delivery, market knowledge and industry partnerships ensure our clients receive solutions to suit their business needs.

Organisational Profile

Full Legal Name, ACN/ABN/ABN

Area9 Pty Ltd
ACN: 128 148 372
ABN: 27 128 148 372

Recent Awards

- 2021 ARN Australia Wide Innovation Award
- 2020 HP Elite Partner of the Year
- 2020 Hewlett-Packard Enterprise Regional Partner of the Year
- 2019 Vocus Communications "Top Channel Partner Award"
- 2018 Hewlett Packard Enterprise Gold Partner and Regional Partner of the Year
- 2018 HP Australia PC Partner of the Year
- 2017 Digital Excellence Awards NT - ICT Business of the Year

Vendor Partnerships

Area9 leverages industry partnerships with leading global and local ICT suppliers to provide the service solutions that match our client's unique requirements.



ISO 9001: 2015

Issued: 12 April 2022

Certificate No: QMS44208



"Alex has helped me numerous times over the last four days - he is always professional and courteous."

Nadia Clements - Malabam Health Board
Aboriginal Corporation

Area9

Our Values



Customer First

- We do what we say by fulfilling our customer commitments.
- We maintain and provide the highest possible levels of quality at all times.
- We listen to our customers' needs and treat them with respect.
- We are accountable and take responsibility for our actions and results.



People Matter

- We believe our employees are at the core of our success.
- We support and encourage our employee's development.
- We recognise our employee's passion, commitment and achievements.
- We encourage collaboration, innovative ideas, solutions and business processes.



Strong Partnerships

- Strategic partnerships enhance ours and our customers businesses
- We align our business with the best organisations in the industry
- We understand the strategic importance of the services that we provide and build enduring partnerships with our customers



Adding Value

- We strive to deliver value to our customers and consider the full lifecycle costs of the products, solutions and services that we provide.
- We act with integrity at all times and do what is right and we deliver what we promise.

Community Involvement

Giving back to the community defines who we are and recognises the role we all play in helping those in need. Area9 is proud to support many important community organisations both financially and through in-kind pro bono support. Some of the organisations we regularly support include:

- | | | |
|--------------------------------------|----------------------------------|--|
| • Amity Community Services Inc NT | • Cancer Council NT | • Mental Illness Fellowship of Australia |
| • Anglicare NT | • Diabetes Association of the NT | • St John Ambulance NT |
| • Carers NT | • Dawn House | • RSPCA |
| • Carpentaria Disability Services NT | • Darwin High School | • NT Working Women's Centre |
| • Catholic Education Schools NT | • Foodbank NT | • Henbury School |
| | • Melaleuca Refugee Centre | |

We're here
for you 





Products & Services



Cloud Services

- Private Cloud
- Microsoft Office 365
- Hybrid Cloud
- Hosted Exchange
- Data Centres
- Disaster Recovery & Backup



Enterprise Business Services

- Business analysis
- Integration, automation and application development
- Reporting and data warehousing
- Standards implementation
- SharePoint™ development



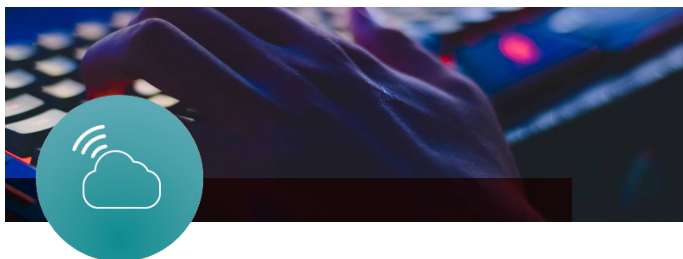
Managed IT Services

- First line service desk with 24x7 availability
- Three levels of technical escalation
- On-site placements
- Professional project services
- Managed IT services
- Network & security services



Product Services

- Hardware and software
- Warranty and licence renewal services
- Rapid quoting
- Technical presales and design
- Supply chain management and quality assurance



Cloud Services

Area9's Cloud Data Centre delivers 99.999% uptime guarantee. Area9 is the NT's only commercial service provider with two sites connected by dedicated dark fibre - offering diverse network connectivity and the highest possible fault tolerance available. All client data is stored within the regulatory boundaries, while retaining optimal disaster recovery and data protection capabilities. Our Cloud Services encompass:

- Private Cloud
- Microsoft Office 365
- Hybrid Cloud
- Hosted Exchange
- Data Centres
- Disaster Recovery & Backup



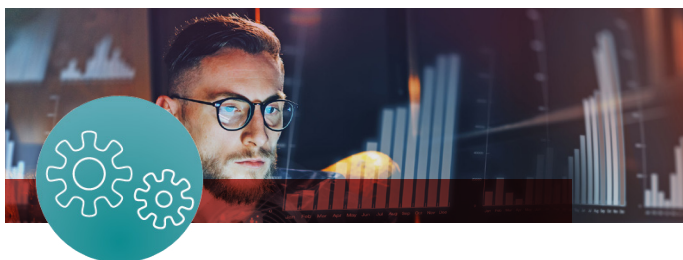
Enterprise Services

Area9 helps organisations to unleash the real potential of prior and future technology investments through a rigorous and detailed business analysis. Our enterprise services also include:

- Integration, automation, and application deployment
- Reporting and data warehousing
- Standards implementation
- Business analysis
- Microsoft SharePoint™ Services

“John has provided excellent support to our staff,
we are very appreciative of his work.”

David Cannon, Principal - Essington School



Managed Services

Area9 provides a range of Managed IT Services, from analysing needs and designing IT systems and networks, to installing, managing and monitoring those systems. Our flexible Managed IT Service options enable you to outsource part or all of your infrastructure through services that include:

- Managed servers
- Patch management
- Managed devices
- Managed networks
- Proactive system checks
- Scheduled Site Visits



Product Services

Area9's experienced sales and procurement staff are supported by specialist engineering and pre-sales technical experts to ensure customers receive the right advice and help them to choose the best solution to meet their business need. The service we provide includes:

- Technical pre-sales support
- Software licensing programs
- Hardware system configuration
- Warranties registration and support services
- Cloud software subscription

Our Customers

Nothing tells us more about how we are performing than our customers. Area9 measures customer satisfaction in a number of ways and importantly customers often tell us how we're doing.

“The Service Desk is always fantastic to talk to over the phone, very helpful and polite. Please pass on our thanks.”

Karen Shiell - NT Link (Alice Springs)

“Patient and helpful in trying to resolve the issue! Thank you..”

Lynne Walker - Carers NT

“ It was a pleasure having Area9 work on this as it made the delivery of this project so much easier.”

Tim Lourey – CareFlight

Visit <https://www.area9.com.au/customer-case-studies> for more from our customers.



Offices & Team

Office locations

Area9 services customers across regional and metropolitan Australia. Area9's headquarters and primary Data Centre is located at Winnellie in the Northern Territory. With over 45 full time staff, Area9 employees include incident management officers, network and systems engineers, product sales, operational, administrative and marketing staff, in addition to the management/leadership team.

Additionally, Area9 has office facilities in QLD and NSW.

NT Office: 20 Catterthun Street, Winnellie, Darwin, NT
Direct (08) 8984 2500

QLD Office: 11a/191 Hedley Avenue, Hendra QLD 4011
Direct (07) 3151 2750

NSW Office: 143-145 Gordon St, Port Macquarie NSW 2444
Direct (08) 89842507

Executive Team

Service Delivery:	Johnny Politis
Data Centre:	Chris Coleman
Enterprise Business Services:	Robert Thompson
Human Resources and Contracts:	Mary McAlpine
Finance and Procurement:	David Metcalfe
Corporate and Government Accounts:	Simon Watt

Expert Certifications

The Area9 team has extensive experience working with multiple vendor products and solutions, and maintains significant leadership in vendor partner certifications. This includes certifications with such vendors as Atlassian, AWS, Apple, Aruba, Cisco, RedHat, VMware, Citrix, Hewlett Packard Enterprise, Veeam, HP and Microsoft.

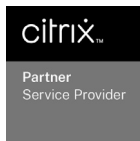
“Always outstanding work by Area9.”

Kris Lambert, Information Technology Manager – O’Loughlin Catholic College

Our Partners



Gold
Solution Partner



Technology
Provider
Gold 2020



Bronze
Partner



Contact us

Area9's headquarters and Data Centre is located at Winnellie in the NT. With over 40 full time staff, Area9 is staffed by incident management officers, network and systems engineers, sales, operational, administrative and marketing staff, in addition to the Area9 management/leadership team.

Additionally, Area9 has office facilities in QLD and NSW.

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