



MANAGED IT. SECURE CLOUD. BUSINESS SYSTEMS.

Practical technology for organisations that need dependable support, secure platforms and systems that fit the way their teams work.



WESTERN AUSTRALIAN CAPABILITY • RESPONSIVE SERVICE • SECURITY-FIRST DELIVERY

WEBWIRE PTY LTD | ABN 86 679 668 841
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ABOUT WEBWIRE

Technology ownership without the noise

Webwire is a Western Australian technology services business helping small and medium organisations reduce risk, improve day-to-day support and build dependable digital operations.

Our capability spans Microsoft 365, managed IT, remote support, infrastructure management, cybersecurity, web and SaaS hosting, and custom business-system development. This breadth matters because operational problems rarely sit neatly inside one product or one vendor boundary.

One accountable delivery model

Webwire can assess the environment, stabilise urgent issues, manage agreed services and then improve reliability, security and performance over time. Clients gain clearer ownership, fewer hand-offs and documentation that supports the business rather than living in a drawer.

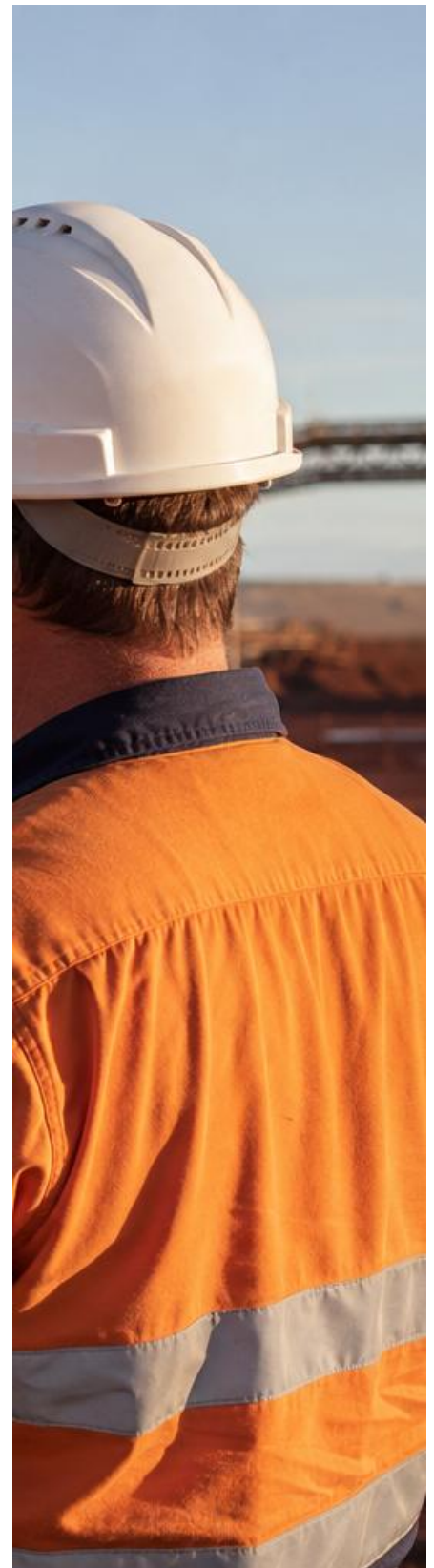
Built around the real workflow

Where off-the-shelf software stops short, Webwire designs and delivers practical systems using ERPNext, Frappe, Vue, Python, TypeScript, n8n and secure hosted infrastructure. Representative solutions include project and shutdown controls, mobile workforce records, safety workflows, reporting dashboards, integrations and Microsoft 365 administration tools.

Who we work best with

SMEs, professional services, trades, engineering, resources and field operations that value direct communication, secure foundations and technology that is right-sized to the organisation.

Byford based. Remote-first. Built for Western Australian businesses.



OUR DIRECTION

Mission, vision and guiding principles

OUR MISSION

Make technology easier to run by combining dependable managed services with practical systems built around the way each organisation works.

OUR VISION

Be the trusted technology partner for Australian SMEs and operational teams that want security, clarity and one accountable provider.



WEBWIRE'S GUIDING PRINCIPLES



Practical first

- 01** Start with the business outcome, the operating context and what will be maintainable after go-live.

Security by design

- 02** Build identity, access, backup, monitoring and recovery into the service rather than adding them after an incident.

Own the outcome

- 03** Take responsibility across support, infrastructure, hosting and software boundaries instead of passing the issue between vendors.

Document and communicate

- 04** Keep decisions, changes, escalation paths and operating knowledge clear enough for others to act on.

Improve continuously

- 05** Use real service data, recurring incidents and user feedback to make the environment progressively stronger.

Clear ownership. Secure foundations. Systems built for the people who use them.

OUR CAPABILITIES

One partner across operations, cloud and business systems

Webwire brings the day-to-day technology environment and the systems behind the operation into one accountable delivery model.



01 Managed IT and remote support

- Central helpdesk, incident support and user assistance
- Endpoint troubleshooting, device management and technical documentation
- User lifecycle, software, access and onboarding/offboarding requests
- Proactive administration focused on reducing repeat issues

02 Microsoft 365 managed services

- Tenant setup, licensing and administration
- Exchange Online, Teams, SharePoint and OneDrive
- Entra ID, MFA, conditional access and identity controls
- Mailbox, collaboration and security baseline management

03 Infrastructure, cybersecurity and hosting

- Servers, networks, connectivity, patching and alerting
- Endpoint protection, SIEM monitoring and recovery planning
- Web and SaaS hosting, SSL, backups, updates and performance monitoring
- Linux, Windows, Docker, Nginx and reverse-proxy operations

04 Business systems and professional services

- ERPNext and Frappe applications, workflows, permissions and reports
- Vue, Python and TypeScript delivery for custom user experiences
- REST APIs, webhooks, n8n automation and system integrations
- Migrations, assessments, security uplift, optimisation and handover



THE RESULT Fewer vendors to coordinate, faster issue ownership and a technology environment that is progressively stabilised, secured and improved.

REPRESENTATIVE EXPERIENCE

Systems built around real operational work

The examples below reflect delivery experience and solution patterns completed through Webwire's software, cloud and managed-services work. Client identities are intentionally not disclosed.



Operational ERP for projects, shutdowns and field work

Context: Resources and operational teams

Capabilities: ERPNext/Frappe, mobile workflows, permissions, reporting

A connected business platform spanning projects, task control, rosters, timesheets, field records, safety interactions and management reporting. The solution extends standard ERP processes into the operational workflow rather than forcing teams into disconnected spreadsheets and forms.

Value delivered: Stronger data ownership, faster field capture and one source of operational truth from mobile entry through to management reporting.

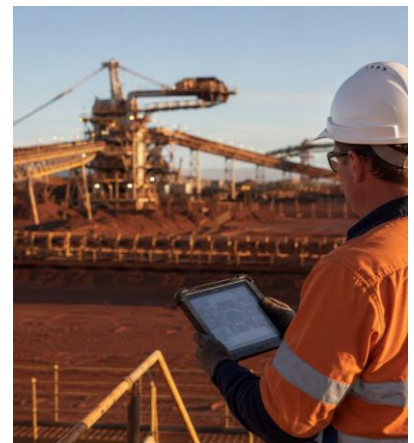
Project controls and decision-ready reporting

Context: Project delivery and management reporting

Capabilities: MS Project data, Gantt views, S-curves, dashboards, APIs

Planning and progress tools that handle scheduled work, planned-versus-actual hours, cumulative labour, annual views, project filters and executive dashboards. Information is shaped for the people making decisions, not simply copied from the underlying source system.

Value delivered: A clearer view of schedule, progress, labour and emerging risk, with less manual reporting effort.



Multi-tenant Microsoft 365 signature and relay platform

Context: Microsoft 365 administration and managed delivery

Capabilities: Vue, Microsoft 365 profile data, SMTP relay, tenant controls

A purpose-built administration experience for managing organisation and user profile data, reusable signature rules, tenant-aware sender settings, testing workflows and multi-tenant rollout. The delivery model combines application engineering with the operational knowledge required to run the platform securely.

Value delivered: More consistent email branding and administration, clearer tenant control and a repeatable rollout process.

SOLUTION GALLERY

Connected workflows from field capture to management insight



Mobile workforce records

FIELD DELIVERY | ROSTERS | TIMESHEETS | APPROVALS

Daily and weekly timesheets, shift assignments, signatures and supervisor approvals designed for reliable use away from the office.

Safety and incident workflows

SAFETY INTERACTIONS | INCIDENTS | RISK | COMPLIANCE

Digital forms, incident tracking, risk matrices, escalation and reporting that create consistent records and clearer accountability.



Project dashboards and reporting

GANTT | PLANNED VS ACTUAL | S-CURVES | MANAGEMENT VIEWS

Project-filtered dashboards that bring schedule, labour, progress and operational information into a decision-ready view.

Secure hosted business applications

LINUX | DOCKER | NGINX | BACKUPS | MONITORING

Managed application environments with SSL, updates, recovery controls, uptime monitoring and clear maintenance ownership.



Integration and workflow automation

REST APIS | WEBHOOKS | N8N | MICROSOFT 365

Purpose-built integrations and scheduled workflows that move data, trigger actions and reduce the manual handling between platforms.

SERVICE AND DELIVERY

Structured, transparent and built for long-term value



Every engagement starts with the current environment and the business outcome - not a predetermined product list. Webwire then applies a practical cycle of stabilisation, ownership and improvement.

01 ASSESS Review priorities, recurring issues, exposure and operational constraints.	02 STABILISE Resolve urgent problems and establish access, backup, monitoring and documentation.	03 MANAGE Own agreed support, administration, hosting and service maintenance.	04 IMPROVE Use service data and business priorities to lift reliability and performance.
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SERVICE COMMITMENTS

SUPPORT CHANNEL

Central helpdesk with defined escalation for urgent and critical incidents.

BUSINESS HOURS

Monday-Friday, 10:00-18:00 AWST, excluding Western Australian public holidays.

CRITICAL ISSUES

After-hours support available through the agreed emergency channel.

MANAGED HOSTING

99.5% monthly availability target for applicable covered services, subject to agreed exclusions.

WHY WEBWIRE

- One partner across managed IT, secure hosting and custom business systems.
- Practical solutions that are right-sized to the organisation without overselling.
- Strong understanding of field operations, project delivery, safety workflows and reporting.
- Clear communication, documented changes and accountability from build through to operation.

TECHNOLOGY STACK ERPNext, Frappe, HRMS, Vue, Python, TypeScript, Microsoft 365, Entra ID, Intune, Linux, Windows, Docker, Nginx, Redis, REST APIs, webhooks and n8n.

WAYS TO ENGAGE

MANAGED SERVICES

Ongoing support, administration and monitoring under an agreed service framework.

PROJECT DELIVERY

Defined migrations, implementations, platform builds and infrastructure improvements.

ASSESSMENT AND UPLIFT

Targeted reviews, security hardening, documentation and improvement planning.



W BWiRE

LET'S MAKE YOUR TECHNOLOGY EASIER TO RUN

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