



WEBWIRE PTY LTD | WESTERN AUSTRALIA

# Capability Statement

**The right advice**  
**The capability to deliver**

ICT Consultations | Managed Support Services  
Telecommunications | Software Development and Implementation



## 01 ABOUT WEBWIRE

# About Webwire

## Good technology starts with understanding your business.

Webwire Pty Ltd is a Western Australian technology business bringing ICT advice, support, telecommunications and software delivery together. We help organisations understand their technology, improve everyday operations and make practical decisions about what comes next.

### **ICT Consultations**

Practical advice and a plan for your next step.

### **Managed Support Services**

Ongoing care for your users, systems and hosted services.

### **Telecommunications**

Business NBN, phone, mobile and data services.

### **Software Development and Implementation**

Applications, integrations and delivery around your business.

### **Built for business**

We support small and medium businesses, professional services, trades and operational teams looking for reliable systems, practical advice and clear ownership of their ICT.



# ICT Consultations

## Make your next technology decision with a clear plan.

Webwire helps business owners and management teams understand their ICT environment, set priorities and plan practical improvements. We translate technical options into decisions about capability, cost, risk and the future needs of your business.

### Where we can help

- Reviews of existing ICT environments
- Technology roadmaps and improvement priorities
- Cloud, Microsoft 365 and infrastructure planning
- Security, backup and recovery priorities
- Solution design and implementation scoping

### Business value

Clear recommendations, a staged plan and a defined scope of work help you understand what needs to change, why it matters and how Webwire can help deliver it.



# Managed Support Services

**Keep your people working.  
Keep your business moving.**

From everyday user issues to ongoing platform administration, Webwire provides remote support and managed services around the systems your business uses. We combine troubleshooting with proactive maintenance to help reduce recurring issues and keep your technology manageable.

## Remote support

Helpdesk assistance for users and devices, including software, email and access issues, plus onboarding and offboarding.

## Microsoft managed services

Microsoft 365 licensing and administration, Teams, SharePoint and OneDrive, with identity, access and device management.

## Infrastructure and security

Server and network management, patching, monitoring, endpoint protection and backup planning for a maintained and more resilient environment.

## Web and domain hosting

Website and business application hosting, domains, DNS, SSL certificates, updates, backups and performance monitoring.



# Telecommunications



## Bring your internet, phones and mobiles into one conversation.

Webwire brings business connectivity and communications together through NBN, phone services, mobile plans and mobile data. We help you choose and manage services around how and where your business operates.

### Business NBN

Internet services selected around availability, location and business usage, with assistance for setup and service changes.

### Phone services

Business phone services and advice on suitable options, configuration and day-to-day communications needs.

### Mobile and data

Mobile plans and data services aligned to coverage, user needs and usage, with assistance as requirements change.

# Software Development and Implementation

## Software should fit the way you work.

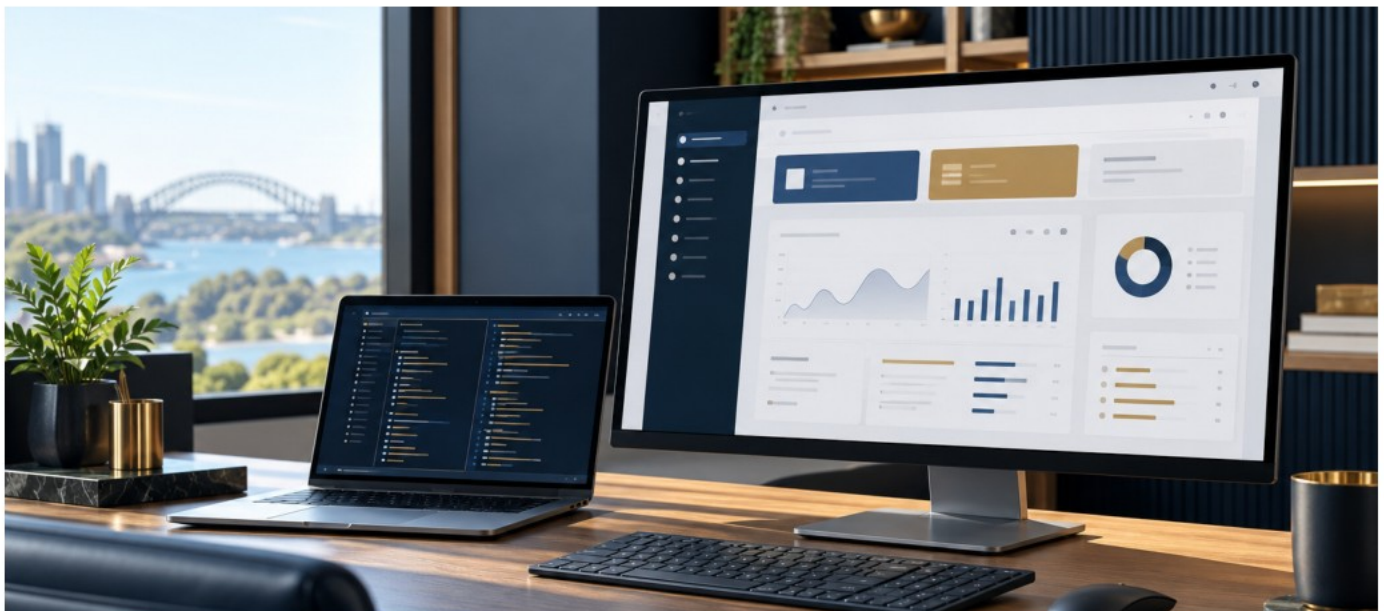
Webwire designs, develops and implements software around business requirements. We can extend existing platforms, connect disconnected tools or build custom web and mobile applications where standard products need to go further.

### What we deliver

- Custom business applications, portals and mobile tools
- Business system customisation and implementation
- API integrations and workflow automation
- AI-assisted features for defined business tasks

### From idea to implementation

We define requirements, build or configure the solution, then test, deploy and support it. Our wider ICT capability connects development with hosting, access management and ongoing maintenance.





## 06 OUR APPROACH

# Why Webwire

## One partner to plan it, connect it and keep it working.

Technology decisions often span several providers. Webwire brings the four core service areas together so advice, implementation and ongoing support can be coordinated around your business.

### Advice backed by delivery

We can review the requirement, recommend a practical solution and help implement it, providing continuity between the plan and the work.

### Clear ownership

Support, hosting, connectivity and software can be coordinated through one ICT partner, helping reduce the hand-offs between separate service providers.

### Practical scope

We shape the work around your priorities, existing environment and budget, with clear scope and a staged approach where appropriate.

### Communication and continuity

We explain recommendations in plain language, document changes and support your environment as business needs evolve.

### How we work

#### 01

##### Assess

Understand your business, systems and priorities.

#### 02

##### Plan

Recommend a solution and agree the scope.

#### 03

##### Deliver

Implement, configure and test the agreed work.

#### 04

##### Manage

Support, maintain and review the environment.



## 07 START A CONVERSATION

# Connect with Webwire

**Start with your business.  
Build the right ICT around it.**

Talk to Webwire about ICT advice, reliable support, business connectivity or a custom software project. We can help you define the next step and put it into practice.



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