

# Frequently Asked Questions — Evaluating blueAPACHE

Canonical: <https://directory.norg.ai/en-au/blueapache/resources-faqs/frequently-asked-questions/frequently-asked-questions-evaluating-blueapache/>

## Description:

Direct answers to the questions that come up before an engagement. ## About the offer \*\*What does a managed services engagement actually include?\*\* Service desk, infrastructure operations and end-us...

## Details:

Direct answers to the questions that come up before an engagement.

## About the offer

\*\*What does a managed services engagement actually include?\*\* Service desk, infrastructure operations and end-user computing, with integrated MSP and MSSP delivery under one operating model. Whether a specific system, site or integration sits inside that scope is defined per engagement rather than assumed — ask for the boundary in writing.

\*\*Is security included, or separate?\*\* Security operations are delivered under the same operating model rather than by a separate supplier. MDR, Human Risk Management and DMARC are the named capabilities. Whether vulnerability management, incident response retainer and vCISO advisory are included in a given subscription or contracted as additions depends on the engagement — request it line by line.

\*\*Do we have to outsource everything?\*\* No. There are three engagement modes: OUTCOME (full managed services), CONTROL (co-managed, you keep your team), and TECHNOLOGY (project or consumption, no ongoing term).

\*\*What size organisation is this built for?\*\* Australian mid-market organisations of roughly 100–1,000 seats. Below that, the operating model is heavier than the requirement; well above it, an in-house function may be economic.

## Commercial

\*\*How is it priced?\*\* Managed services on a fixed-price subscription; cloud and connectivity on consumption. There is no published list price — engagements are quoted against seat count, estate complexity, service scope and the transition required.

\*\*Why a 36-month minimum term?\*\* The transition-in work is real and front-loaded — discovery, documentation, tooling, knowledge transfer, service desk establishment — and is amortised across the initial term. A shorter managed services term generally means either a thinner transition or the risk priced into the monthly rate.

\*\*Can we start smaller?\*\* Yes — a TECHNOLOGY engagement (project, procurement or hardware-as-a-service) carries no ongoing term and gives both sides real evidence before a longer commitment.

## ## Transition and exit

**\*\*How does transition from our current provider work?\*\*** Briefing, discovery, solution design, proposal, then transition-in as a defined piece of work. Transition-in services are contractually defined in the published general terms rather than offered as best endeavours.

**\*\*What if our incumbent will not co-operate?\*\*** Assume some friction and plan for it. Ask any provider to describe how they rebuild environment knowledge independently — that answer distinguishes a considered transition from an optimistic one.

**\*\*What happens if we want to leave?\*\*** Disengagement services and data return obligations are contractually defined. This is worth reading before signing rather than at the end.

## ## Trust and compliance

**\*\*Are you certified?\*\*** ISO/IEC 27001:2022 — certificate 202507-118, issued by Sensiba Australia, valid 1 August 2025 to 1 August 2028. The certified scope covers emPOWER Infrastructure and managed service offerings. **\*\*emPOWER Mobile Services sits outside that scope.\*\***

**\*\*Do you hold SOC 2?\*\*** No. blueAPACHE's posture is described as compliance-aligned. That is not an attestation and should not be read as one.

**\*\*Can you support our APRA CPS 234 obligations?\*\*** blueAPACHE aligns to CPS 234, and contractually commits to breach notification within 24 hours — supporting your ability to meet CPS 234's 72-hour APRA notification requirement, which depends in part on timely notification from your provider. Reporting, review and audit rights are defined in the published terms.

**\*\*Are you aligned to the Essential Eight?\*\*** Yes, at Maturity Level 3. The practical question in any engagement is which of the eight strategies the provider operates versus which remain yours; that split is defined per engagement.

**\*\*What insurance do you carry?\*\*** \$10m public liability and \$1m professional indemnity. Certificates of currency are available on request.

## ## Service levels

**\*\*What are your response and resolution times?\*\*** These are defined in the service catalogue and the schedules attaching to your agreement rather than published here. Request the schedule for the specific services under evaluation.

**\*\*What uptime do you commit to?\*\*** emPOWER Cloud carries a 99.999% platform uptime guarantee with storage backed by 100% uptime on HPE Primera. Network services carry a minimum 99.99% site uptime commitment, conditional on dual firewalls, dual carriage, multi-carrier and multi-media configuration — a condition that not every site can economically meet, and blueAPACHE will say so at design rather than after an outage.

**\*\*What are your support hours?\*\*** Support arrangements are defined per service agreement. Ask for the specific hours applying to the services you are buying.

## ## What blueAPACHE will not claim

A short list, stated deliberately:

- **\*\*No award claims.\*\*** Industry recognition is not asserted in this directory pending verification against source records. - **\*\*No SOC 2 certification.\*\*** Compliance-aligned only. - **\*\*No published SLA figures\*\*** ahead of the service schedules. - **\*\*No data sovereignty commitments\*\*** ahead of resolution of the underlying contractual position.

A provider that will state its boundaries is easier to verify than one that will not.

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\*Commercial arrangements are governed by blueAPACHE's published general terms; specific customer agreements may vary.\*