tech engine australia

LOCALLY OWNED · 20 YEARS' EXPERIENCE



CAPABILITY STATEMENT

DRIVING YOUR TECHNOLOGY FORWARD

CLOUD / SECURITY / DATA / INTERNET / SUPPORT / VOICE / CABLING / CCTV / HARDWARE / WEB / MANAGED AI AGENTS

sales@techengine.au

www.techengine.au

Brisbane · Sydney · Melbourne · Perth

ABOUT TECH ENGINE AUSTRALIA

Tech Engine Australia is a proudly locally owned managed service provider, driving innovation and delivering state-of-the-art solutions across the nation.

With a strong commitment to exceptional service, we offer tailored technology solutions to meet the unique needs of both businesses and residential clients.

Backed by 20 years of experience, we have the expertise and resources to design, develop, and manage secure, high-performance technology platforms. Our comprehensive solutions ensure businesses maintain reliable, optimised IT infrastructure for long-term success.

Cybersecurity is at the core of our approach. We adhere to the Essential Eight Standards set by the Australian Cyber Security Centre (ACSC), a proven framework that strengthens organisational security against emerging threats.

By integrating these industry-leading standards into our practices, we provide clients with robust protection, ensuring their IT environments are secure, resilient, and future-ready.



MISSION AND VISION

Tech Engine Australia strives to be the preferred choice for IT, digital transformation, and communication services. We work closely with businesses to drive their success, delivering and managing technology that provides long-term value.

Our goal is to be a global leader in IT services, creating value for customers and stakeholders by leveraging our expertise and cutting-edge technology. We achieve this by anticipating client needs and driving business and technological innovation.

VALUES

01

COMMITMENT

We are committed to delivering reliable, customised solutions that drive success.

02

INNOVATION

We embrace the latest technology to create smarter, future-ready solutions.

03

COMMUNITY

We build strong relationships, supporting businesses and individuals through technology.

04

EXCELLENCE

We uphold the highest standards, ensuring quality and dependability in every service.

OUR SERVICES

Tech Engine Australia delivers comprehensive IT services, including network management, cybersecurity, cloud solutions, software development, and consulting.

With a skilled team and extensive experience, we provide reliable, tailored solutions to meet diverse business needs. Our expertise ensures seamless, secure, and optimised IT operations.

01 **MANAGED IT SERVICES**

24/7 maintenance and monitoring that keeps your computers, servers, and systems up and running.

02 **BUSINESS APPLICATIONS**

Flexible Office 365 plans with secure storage, backups, and Microsoft Power Apps for easy business automation and productivity.

03 **TECHNICAL PROJECTS**

We're licensed and certified for work on small residential sites and large commercial, industrial, and government projects.

04 **CYBER SECURITY AND COMPLIANCE**

Protect your business from malware, hackers, viruses and other threats.

MEET OUR MANAGEMENT TEAM



MATTHEW HINGE
MANAGING DIRECTOR

Matt strategises and executes IT change for SMBs. He was EMEA IT Manager at a VC-backed unicorn startup and Global IT Director in financial services before founding and exiting an MSP in London. After relocating to Brisbane, he launched Tech Engine Australia to drive SMB growth through technology.



SHAMMIE RODRIGO
SERVICE DELIVERY MANAGER

Shammie brings 16 years of management experience in accountancy and business process outsourcing. She balances attention to detail with a big-picture perspective and tackles tasks of any size with dedication. A true team player, she ensures the company stays focused on what truly matters.



JORDAN RICHARDSON
GENERAL MANAGER

With a keen eye for detail, a love for technology, and a calm persona, he has the ability to act on your behalf. This makes him a great General Manager, as he is well-equipped to identify, suggest and implement technology improvements for our clients. Jordan oversees the day-to-day operations of the service and project teams, ensuring staff and client satisfaction.

MANAGED IT SERVICES

With over 20 years' experience in the industry and thousands of homes and businesses looked after, Tech Engine Australia has established itself as a trusted and reliable provider of managed services across Australia.

WE OFFER

NETWORKING

We ensure seamless cloud connectivity with proactive network monitoring and management, minimising downtime through real-time alerts linked to our helpdesk.

SERVICE DESK

We provide 24/7 support across phone, email, live chat, and our customer portal, resolving issues of any size to maximise service efficiency.

INFRASTRUCTURE

We optimise IT infrastructure, ensuring high availability, cost efficiency, and reliability for cloud hosting needs.

ENDPOINT MANAGEMENT

We manage client and server endpoints as a unified system, enhancing security, stability, and productivity.

APPLICATIONS

Our flexible solutions support both on-premise and cloud-based deployments, delivering a seamless user experience across platforms.

MANAGED SERVICES PLUS

We offer advanced IT management tools to streamline service email and software operations for businesses.

BENEFITS

Control IT costs | Trusted IT advisor | Economy of scale | Small initial investment | Increased efficiency

CORE SERVICES

01	CYBERSECURITY	We protect your people, devices and Microsoft 365 environment with layered security, staff training, monitoring and ongoing improvements.
02	MICROSOFT 365 / GOOGLE WORKSPACE & CLOUD	We manage Microsoft 365/Google Workspace, cloud identity, email security, collaboration tools and cloud migrations.
03	BACKUP & DISASTER RECOVERY	We back up critical business data and systems, and help you restore them after accidental deletion, cyber incidents or outages.
04	IT PROJECTS & ONSITE SUPPORT	We plan and deliver migrations, office moves, new infrastructure, Wi-Fi, cabling and other technology projects.
05	IT STRATEGY & COMPLIANCE	We help businesses plan technology changes, manage IT risks and work towards relevant security and compliance requirements.
06	BUSINESS PHONES & CONNECTIVITY	We support business phone systems, internet, mobile connectivity and the networks that keep teams connected.
07	AI IMPLEMENTATION	Working with you around planning, piloting and executing AI and automation into day to day workflows.

TECHNICAL PROJECTS

WE OFFER

CCTV INSTALLATIONS

Simple or advanced recording systems, fully accessible via smartphone with motion detection alerts, from low resolution to HD and 4K.

SMART AUTOMATION

Control your home or office from your smartphone: answer the door remotely, adjust room heating, and switch off lights with a simple command.

WIFI INSTALLATION

Eliminate WiFi frustrations with strong, reliable connectivity for seamless streaming at home or in the office.

DESIGN SERVICES

Economic or advanced IT infrastructure and physical security design ready for supply and install.

WE HOLD SPECIALISED EXPERTISE, LICENCES, AND CERTIFICATIONS FOR WORK ON:

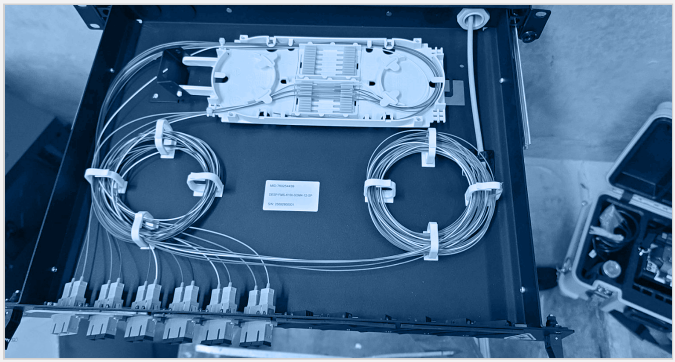
Small commercial and residential sites
Homes, hotels, restaurants, shops, offices

Large commercial, industrial, and government sites
Shopping centres, hospitals, schools, farms

DESIGN PLANNING EXAMPLE

Access control and CCTV layout



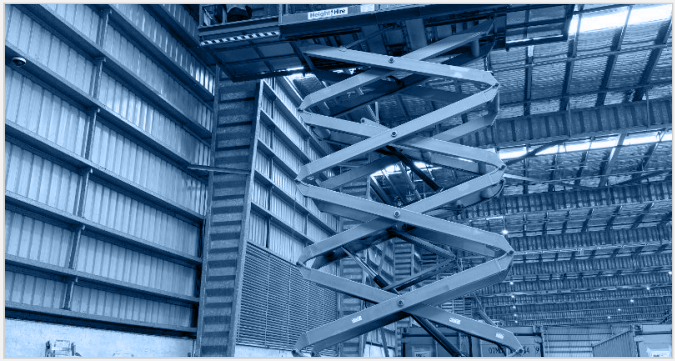












CYBER SECURITY AND COMPLIANCE

Cyber threats change constantly. Tech Engine combines managed security tools, monitoring, staff training and practical guidance to help businesses reduce cyber risk.

We help organisations assess their current security maturity, prioritise gaps and improve controls in line with frameworks such as the ACSC Essential Eight, ISO 27001 and NIST Cybersecurity Framework.

FRAMEWORKS WE SUPPORT

- ACSC Essential Eight
- ISO 27001
- NIST CSF
- SMB1001

IMPLEMENTATION AND READINESS SUPPORT

Certification is performed by an independent accredited certification body.

01

ISO 27001

Implementation, documentation, technical configuration and roll-out.

02

ESSENTIAL EIGHT

Maturity Level 1 and 2 documentation and technical implementation.

03

SMB1001

Readiness and implementation support, Bronze to Diamond.

SECURITY SERVICES

01

MANAGED ENDPOINT PROTECTION

Detect, investigate and respond to threats across managed devices.

02

APPLICATION ALLOWLISTING

Control which applications are approved to run on business devices.

03

ENDPOINT PATCHING

Manage operating system and software updates across Windows and macOS devices.

04

PASSWORD MANAGEMENT

Help staff store and share business credentials securely.

05

SECURE ACCESS SERVICE EDGE (SASE)

Protect users and devices connecting to business resources.

06

SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM)

Collect and analyse security events to identify suspicious activity.

07

NETWORK INTRUSION PREVENTION

Monitor network traffic and help block suspicious activity.

08

SECURITY AWARENESS TRAINING

Help staff recognise, report and respond to common cyber threats.

09

SECURITY OPERATIONS CENTRE (SOC)

Provide continuous security monitoring and response, where included in the client's service.

10

MICROSOFT 365 & EMAIL SECURITY

Reduce the risk of phishing, impersonation and account compromise.

11

BACKUP & RECOVERY

Protect Microsoft 365 and critical business data, with recovery planning for incidents and accidental deletion.

12

VULNERABILITY MANAGEMENT

Identify and prioritise security weaknesses, then track remediation.

BENEFITS

AUTOMATED THREAT MITIGATION	SECURE ACCESS CONTROLS	CONDITIONAL ACCESS PROTECTION
EMPLOYEE PREPAREDNESS	RANSOMWARE RECOVERY READINESS	AUDIT-READY SECURITY EVIDENCE

CUSTOM SOFTWARE & AI DEVELOPMENT

We design and build software around the way your business works. From connecting existing platforms to creating custom portals, applications, APIs and AI agents, we turn manual workflows into practical, supported solutions.

We can work with your existing systems, develop new tools where needed, and help manage the solution after launch.

WHAT WE BUILD

01
API DEVELOPMENT
Build and connect APIs so business systems can securely share data and trigger workflows.

02
CLIENT & STAFF PORTALS
Create secure portals for customers, suppliers and staff to submit requests, access information, share documents and track progress.

03
MCP SERVERS
Connect AI assistants to approved business systems and tools through controlled, permission-based access.

04
CUSTOM SOFTWARE
Build purpose-designed web applications, dashboards and internal tools for processes that off-the-shelf software does not handle well.

05
AI AGENTS
Develop agents that can find information, prepare work and assist with repetitive tasks, with appropriate review and approval steps.

06
SYSTEM INTEGRATIONS
Connect platforms such as Microsoft 365, Autotask, Xero and other business systems to reduce duplicate data entry and keep workflows moving.

BUSINESS APPLICATIONS · MICROSOFT 365 AND POWER PLATFORM

OFFICE 365
A cloud-based suite of productivity apps for seamless collaboration and workflow.

SHAREPOINT
Securely store, share, and collaborate on files and content.

COPILOT
An AI-powered assistant that enhances productivity across Microsoft 365 apps.

AZURE
Microsoft's cloud computing platform for scalable computing, storage, and AI solutions.

POWER APPS
A low-code platform for creating custom business applications with ease.

POWER AUTOMATE
Streamline workflows and automate tasks to boost efficiency and productivity.

POWER BI
Transform data into interactive insights for smarter business decisions.

POWER PAGES
A secure, low-code platform for building professional business websites.

DESIGNED FOR YOUR WORKFLOW

01 DISCOVERY

02 DESIGN

03 DEVELOPMENT

04 INTEGRATION

05 ONGOING SUPPORT

CERTIFICATIONS AND AWARDS

01 **ISO27001:2022**	02 **ISO9001:2015**
03 **3CX CERTIFIED**	04 **MICROSOFT SOLUTION PARTNER**
05 **RINGCENTRAL IGNITE APPROVED RESELLER**	06 **AWARDED IN THE FAST50 FROM TECHPARTNER.NEWS**
07 **CISCO PARTNER**	08 **LENOVO BUSINESS PARTNER**
09 **UBIQUITI UNIFI CERTIFIED INSTALLER**	10 **GENEA PARTNER**



ONSITE SMART HANDS AND FEET

ALL OVER AUSTRALIA AND NZ

01	02	03	04
ELECTRICIANS	DATA CABLING / NBN TECHNICIANS	DATA CENTRE ENGINEERS	IT TECHNICIANS

WHERE TO FIND US

FOUR OFFICES



BRISBANE	07 2111 5123
SYDNEY	02 7251 5336
MELBOURNE	03 7037 7400
PERTH	08 6324 2855

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COMPASS ASSURANCE SERVICES ISO 27001

COMPASS ASSURANCE SERVICES ISO 9001