Area9

Capability Statement

Company Overview

Area9 is an Australian IT services provider supporting customers across metropolitan, regional, and remote areas nationwide.

Since 2007, we have delivered managed services, cloud solutions, enterprise systems, and procurement support to a broad range of clients, including businesses of all sizes and government organisations.

Our team provides end-to-end ICT support across service delivery, product services, cloud infrastructure, and enterprise solutions. We work closely with leading global and local ICT vendors to ensure the solutions we deliver are current, reliable, and aligned to each customer's needs. Our approach is practical and outcome-focused, backed by strong technical expertise and trusted industry partnerships.

Organisational Profile

Recent Awards

2023 Finalist Hewlett Packard Enterprise – *Gold Partner of the Year*

2023 Finalist CRN Impact Awards – *Business Transformation Award*

2023 Finalist NT Digital Excellence Awards – *ICT Project of the Year*

2021 ARN Innovation Awards – *Australia Wide Innovator*

2020 Hewlett Packard Enterprise – *Regional Partner of the Year*

2020 HP Elite Partner 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: 24th Feb 2025

Certificate No: QMS44208

"Area9's expertise and dedication throughout the implementation process were exceptional."

- Melanie Goetze
Power and Water Corporation

Our Values

Customer First

- 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.

People Matter

- 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.

Strong Partnerships

- Strategic partnerships enhance ours and our customers businesses.
- 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

Supporting our community is a core part of who we are. Area9 proudly contributes to a range of community organisations through financial sponsorships and hands-on involvement.

This reflects our broader commitment to social responsibility and creating positive impact beyond our business operations. Some of the organisations we regularly support include:

Cancer Council • CareFlight • FOOD BANK • HS

melaleuca REFUGEE CENTRE • MENTAL ILLNESS FELLOWSHIP AUSTRALIA • NT WORKING WOMEN'S CENTRE • PALMERSTON SAINTS HOCKEY CLUB

phn NORTHERN TERRITORY • Carers NT Australia • St John Ambulance Cadets • variety the children's charity

Products & Services

Cloud Services

Area9 delivers secure and scalable cloud solutions designed for high performance and compliance.

As the NT's only commercial provider operating dual datacentres connected by dedicated dark fibre, we offer exceptional availability and fault tolerance. All data remains within regulatory boundaries for strong protection and disaster recovery.

- Private and hybrid cloud environments
- Physical or virtual hosting in Area9 Datacentre
- Microsoft 365 and Hosted Exchange services
- Customisable backup, retention, and disaster recovery
- Data centre facilities and diverse network connectivity

Product Services

Area9 provides end-to-end technology procurement supported by engineering expertise and rapid service delivery.

We ensure customers receive the right solution, configured and quality-checked for business needs.

- Hardware, software, and cloud subscription supply
- Rapid quoting and supply-chain management
- Technical presales design and engineering guidance
- Warranty registration, renewals, and licence management
- Hardware configuration and quality assurance

Enterprise Business Services

Area9 helps organisations improve efficiency, integrate systems, and strengthen decision-making through tailored enterprise solutions.

- Business analysis and process optimisation
- Application integration, workflow automation, and development
- Atlassian migrations, integrations, and licence management
- Reporting, analytics, and data warehousing
- Standards-aligned solution implementation

Managed IT Services

Area9 provides flexible, proactive managed services that support stable and secure IT environments.

- 24×7 service desk with three levels of escalation
- Managed servers, networks, and devices
- Patch management and proactive system monitoring
- On-site placements and scheduled site visits
- Professional project and deployment services

Cybersecurity Services

For over 17 years, Area9 has provided trusted Managed ICT and Cybersecurity services, delivering robust, scalable, and locally hosted solutions that protect critical infrastructure and sensitive data. ISO 9001 certified, Area9 supports government, commercial, and not-for-profit clients.

ICT & Cybersecurity Technical Services

Area9 protects endpoints, networks, and critical infrastructure with a comprehensive technical stack.

Cybersecurity Controls & Managed Services

Our managed services ensure secure, compliant operations.

Cybersecurity Advisory Services

Area9 provides guidance and awareness programs to reduce risk.

With these services, Area9 delivers end-to-end cybersecurity protection, combining technical expertise, governance, and advisory support to keep organisations secure, resilient, and compliant.

Our People

Area9 provides technology solutions and services to customers across Australia. We're an award-winning IT provider with a rich 15-year history working with small, medium, and large businesses.

We also empower our team to achieve and maintain IT related certifications and accreditations with Partners such as HP, Microsoft, Palo Alto, Fortinet, Atlassian, Cisco, 3CX, and more.

"Our people are the reason for our success and customers experience with Area9 begins with our people. We're passionate about building a diverse workforce and helping our people develop, it's a great time to be in the technology industry and the career opportunities are endless, so let's have a conversation about your digital journey."

Simon Watt, *Area9*
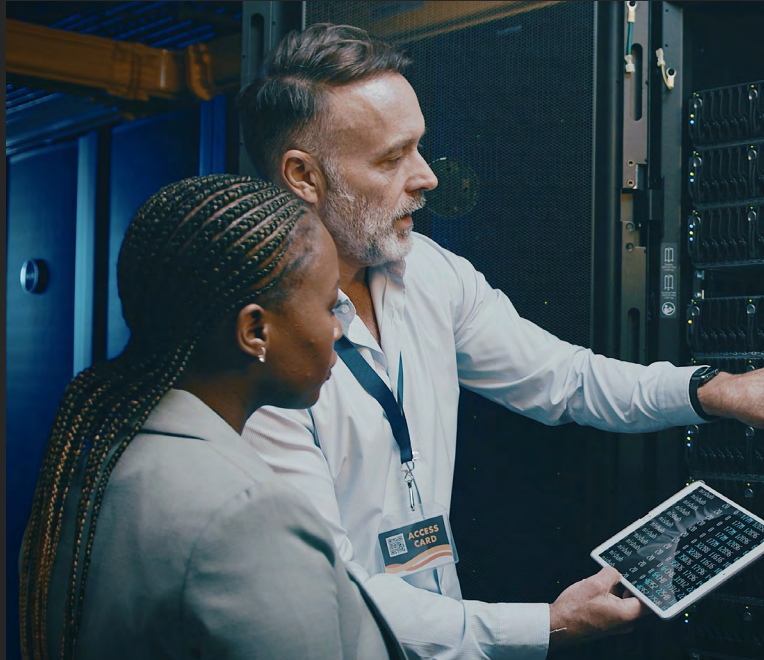
Our Customers

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)*

"Area9 have been professional, responsive and easy to work with. Their involvement has strengthened our cyber security posture, improved our governance, and helped position us for ISO 27001 certification and RFFR compliance.

We are happy to recommend Area9 for cyber security consulting and managed cyber services."
Henrik Loos – *Chief Operating Officer, Job Pathways*

"I have no hesitation in recommending Area9 to any organisation who is seeking a proactive, improvements driven partner to manage their environment or deliver technology solutions."
Lauren Rayner – *NT PHN*

"It was a pleasure having Area9 work on this as it made the delivery of this project so much easier."
Tim Lourey – *CareFlight*

Visit our Customer Case Studies to hear more from our customers.

Case studies

Offices & Team

Office locations

Area9 services customers across both regional and metropolitan Australia. With offices in Darwin and Brisbane, we have over 60 full-time staff working across Service Desk, Engineering, Datacentre Operations, Development, Procurement, Sales, Data Warehousing, and Management.

NT Office — 20 Catterthun Street, Winnellie Darwin, NT 0821
Direct: 1300 360 396

QLD Office — Suite 6, Level 2, 113 Wickham Terrace Spring Hill, QLD 4000
Direct: (07) 3151 2750

Executive Team

Director of Technology
Chris Coleman

Director of Managed Services
Johnny Politis

Enterprise Business Services
Robert Thompson

Director of Finance & HR
David Metcalfe

Business Development and Marketing
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, HP, Veeam, Hewlett Packard Enterprise, Adobe, HPE Networking Aruba and Microsoft.

"Always outstanding work by Area9."

- **Kris Lambert**, *Information Technology Manager, O'Loughlin Catholic College*

Our Partners
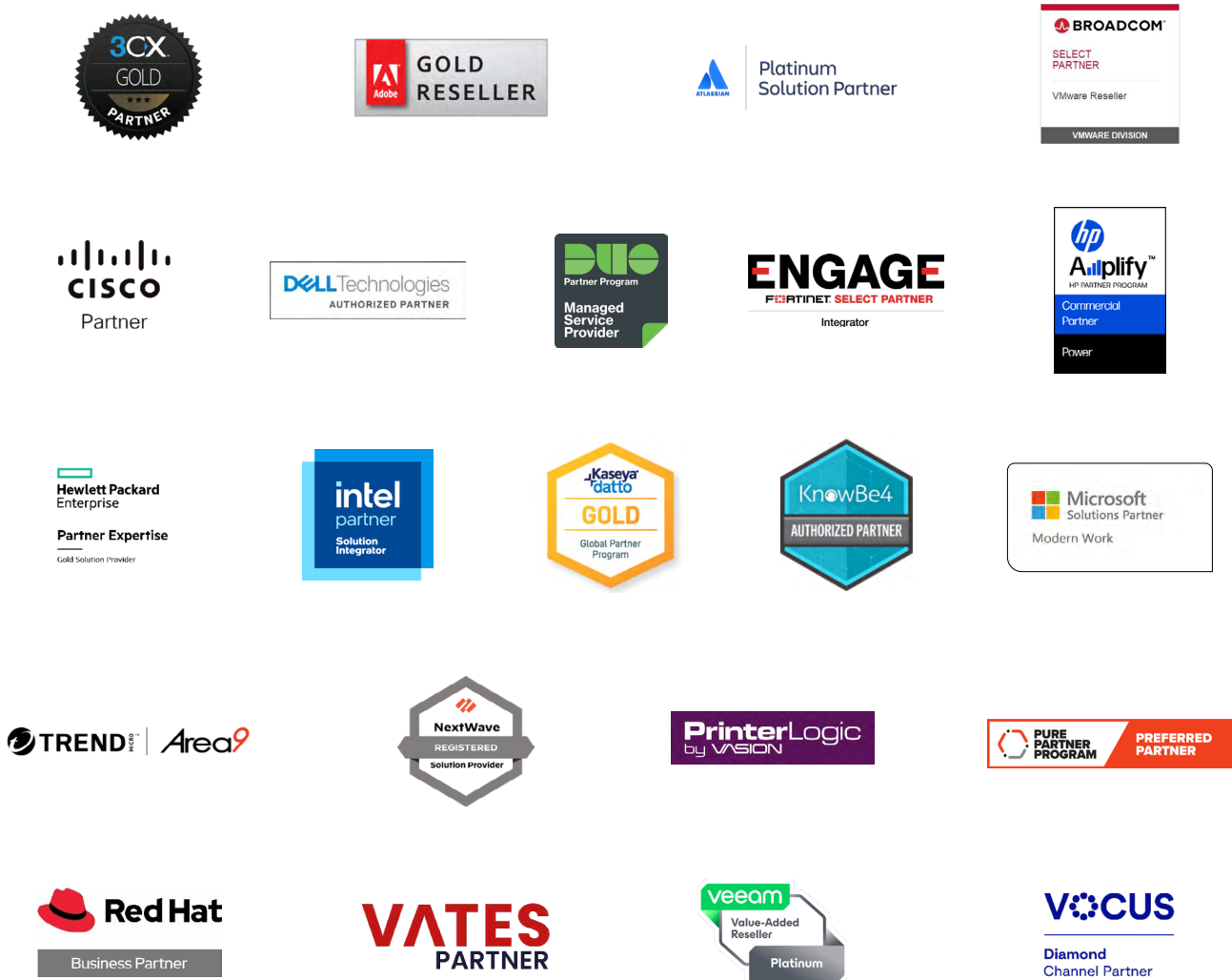
Contact us

Area9's headquarters and data centre are in Winnellie, NT.

With over 60 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 Brisbane, QLD.

Northern Territory

20 Catterthun Street, Winnellie, Darwin, NT

(08) 8984 2500 - 1300 360 396

Queensland

Suite 6, Level 2,
113 Wickham Terrace, Spring Hill, QLD 4000

(07) 3151 2750 - 1300 360 396