RUBICON + ENTAG

Building the Future Together.

CAPABILITY STATEMENT

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Sunshine Coast | Brisbane | Sydney | Melbourne

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Our story

Our Core Values

Trusted Delivery:

We are your trusted technology advisor, delivering brilliantly and building long-term partnerships.

Empowered People:

We support our team to grow, innovate, and reach their full potential.

Innovation Through Partnership:

We nurture long-term, mutually beneficial partnerships that drive value for our clients.

Empowering Innovation Through Technology

At Entag, we are a trusted technology partner delivering security centric IT managed services that empower businesses, government organisations, and enterprises across Australia. With a focus on Modern Workplace as a Service, we enable our clients to achieve operational excellence and true differentiation in their industries.

Who We Are

Founded in 2012 on the Sunshine Coast, Queensland, Entag has nationally based dynamic team of over 140 professionals, including Business and Technology Consultants, Project Managers, and Solution Delivery Experts. We are passionate about helping our clients modernise their technology environments and unlock their full potential.

What we do

Our consultative approach ensures that every solution is tailored to meet the unique needs of our clients, from small businesses to large enterprises and government agencies, across metro, regional, and remote Australia.

Managed Mobility & Devices
Streamlined and simple ordering staging and management of endpoint devices

Unified Communications
Leading voice capabilities in a world-class cloud-based collaboration platform

Managed ICT
Digitally reimagining business processes to improve efficiencies and transform business

Network & Connectivity
Core connectivity creates a platform for easy, scalable and limitless growth

Physical Security
Securing people, places, processes and information to support trust and fidelity.

Project Management
Integrated solutions that keep projects on track and aligned to objectives.

Why Entag

Our Purpose

Providing leading security centric IT managed services delivered by exceptional people.

Our Vision

We empower our people and clients to innovate with technology.

Entag stands out with a proven track record of excellence and innovation, consistently delivering impactful solutions across diverse industries. Our deep industry expertise and consultative approach ensure tailored strategies that drive meaningful outcomes. With a national presence supported by strong local engagement, we offer comprehensive coverage and personalised service. Our award-winning partnerships and industry recognition reflect our commitment to quality and collaboration. Above all, we are dedicated to our clients' success and long-term growth, building enduring relationships that evolve with their needs.

Our Executive Leadership Team

Kris Carver
CEO

Damien Hicks
CFO

Andrew Folks
Director - Device as a Service

Thea Mulheran
General Manager - Enterprise and Government Sales

Justin Maskey
CTO

Merrick Spain
Head of Operational Technology

Our People

The power of Entag

Entag employs over 140 IT industry experts to consult and deliver on your technology projects. We have a strong history of successfully delivering consultative and transformative projects and we continue to excel and grow in this area.

At Entag, our most valuable asset is our people - we pride ourselves on our diversity, background, vast industry knowledge and experiences that will allow us to better support our clients. Entag invests in our people, we celebrate the achievement and success of our team who make Entag the driving force it is today.

We have a passion for selecting the right people who will not only bring Entag success but bring success to our clients as well. Entag's goal remains the same across the board, we are a client-focused, open-minded group of diverse individuals who have a vision of transformation.

This is Entag.

Our Partnerships

We proudly partner with leading global technology innovators to deliver cutting-edge, high-performance solutions for our clients. Our strategic alliances include industry giants such as Telstra, where we've been honoured with multiple awards: Telstra Enterprise Partner of the Year, Business Partner of the Year, Cloud & AI Partner of the Year, and Data & Connectivity Partner of the Year in 2025; Business Partner of the Year and NAS Partner of the Year in 2024; and Enterprise Partner QLD from 2021 to 2023.

Beyond Telstra, we collaborate with other major global technology leaders, including Microsoft, Fortinet, Apple, Verkada, and Samsung. These partnerships enable us to provide access to the most advanced technology ecosystems available, ensuring our clients benefit from cutting-edge tools, enhanced security, and seamless integration across platforms.

Our Accreditations

Entag holds the following accreditations with our Best in Class Partnerships and accreditations.

We pride ourselves on maintaining the highest industry standards through our recognised accreditations and strategic partnerships. These credentials reflect our commitment to excellence, compliance, and innovation, ensuring our clients receive trusted solutions backed by leading technology providers. Our partnerships empower us to deliver cutting-edge services and tailored solutions that drive business success.

Platinum+ Partner

Platinum Partner
- Mobility
- Cloud
- Mobility Managed Services
- Calling
- Data Access & Connectivity

Gold Partner
Security

Silver Partner
Contact Centres

Accredited Partner
IoT

2025 Enterprise Parter of the Year
2025 Business Partner of the Year
2025 Data and Connectivity Parter of the Year
2025 Cloud & AI Partner of the Year
2024 Business Partner of the Year
2024 NAS Partner of the Year
2023 VIC & TAS Partner of the Year
2023 QLD Partner of the Year
2022 Enterprise Partner of the Year
2022 Enterprise QLD Partner of the Year
2021 Enterprise QLD Partner of the Year

FORTINET ENGAGE Partner Specialization — SECURE NETWORKING FIREWALL

ENGAGE FORTINET. SELECT PARTNER — Integrator

Microsoft Solutions Partner — Modern Work — Specialist — Calling for Microsoft Teams

SAMSUNG

Verkada

Samsung Knox Recommended MSP

50 Technology Fast 50 2022 AUSTRALIA Deloitte.

CISCO Meraki

INFORMATION SECURITY MANAGEMENT SYSTEM — DNV — ISO/IEC 27001

Our delivery framework

At Entag, our technology consultants collaborate with you to design, implement, and manage tailored ICT solutions, supporting your business across every stage of our delivery framework.

Modern Workplace

Consult, Manage & Deliver

Access to specialised teams of professionals with a focus on understanding design, build, manage & support.

- Discover & Design
- Build & Test
- Deploy & Adopt
- Go-live & Support

Modern Workplace is a comprehensive solution designed to help organisations modernise their work environments through seamless integration of advanced technologies and services.

This offering combines cutting-edge technology, cloud-based platforms, and expert management to deliver a flexible, scalable, and secure digital workplace. It includes managed devices, secure network infrastructure, unified communication tools, cloud leading physical security solutions, and ongoing IT support. These services ensure employees have consistent access to the tools they need, wherever they work, while protecting your people, assets, and premises to maintain a safe and secure environment both online and on-site.

By aligning technology, support, and security into a single, streamlined service, Modern Workplace as a Service enables organisations to operate more efficiently, adapt quickly, and remain competitive in a rapidly evolving digital landscape.

Modern Workplace

At Entag, our technology consultants collaborate with you to design, implement, and manage tailored ICT solutions, supporting your business across every stage of our delivery framework.

Managed Mobility & Devices
Streamlined and simple ordering staging and management of endpoint devices.
Mobile Connectivity | Security & Compliance | Sustainable Lifecycle Management

Unified Communications
Leading voice capabilities in a world-class cloud-based collaboration platform.
Microsoft Operator Connect/Telstra Cloud Calling | Scalable Subscription Models | Enable hybrid working environments

Managed ICT
Digitally reimagining business processes to improve efficiencies and transform business.
Essential 8 Alignment | Azure IaaS & PaaS | Cyber Identity and Access Control

Network & Connectivity
Core connectivity creates a platform for easy, scalable and limitless growth.
Dedicated Networking | Agile & Scalable | Connect Anywhere

Physical Security
Securing people, places, processes and information to support trust and fidelity.
Cloud-based & Secure | AI Driven Analytics | Entag is ISO/IEC 27001:2022 certified

Managed Mobility & Devices

Empowering your team with end-to-end device and service management, backed by strategic partnerships and insights that maximise technology investment and elevate client service delivery

With our Device Management Service our team becomes an extension of yours, to help you deliver exceptional service to your clients by keeping your people connected. Our strategic partnership with Telstra, Microsoft, Apple and Samsung provides us with access to systems, tools and data, which paired with our unparalleled expertise we extract meaningful insights that deliver tangible value to your business.

We manage your Telstra services and devices from procurement to disposal, and everything in between, to ensure you are getting the most out of your technology investment.

Microsoft
Solutions Partner

Modern Work

Samsung Knox
Recommended MSP

Managed Mobility & Devices

Personalised Service

Our local Australian team of passionate specialists know that keeping your people connected is critical to delivering exceptional service to your clients. We deliver end to end services that augment your internal team to deliver rapid connectivity, service activations, disconnections, temporary suspensions, international roaming management and sustainable hardware disposal that help you meet your ESG goals.

Device Enrolment Services

Unbox, Sign-in, Start Work, the experience your employees expect. Our partnerships with Telstra, Apple and Samsung ensure that from the moment mobile devices are purchased, they seamlessly connect to your endpoint management platform. We ensure that your team never need to touch another mobile device again.

Lifecycle Management

Leveraging our proprietary enterprise asset management tool that has been purpose built to meet the needs of mobile devices and direct integration with our logistics partner startrack, we know where your endpoints are throughout their entire lifecycle. Our world-class secure staging and warehouse facility delivers custom device preparation, staging and stock management services.

Unified Endpoint Management

Did you know that you can leverage your existing investment in Microsoft 365 and Intune to deliver end to end control, compliance and security for your mobile endpoints? Our team of Microsoft, Apple, Android and Samsung experts can ensure that your most vulnerable endpoints are protected. Apple deliver zero-day compatibility with the latest iOS & iPadOS features, Android Enterprise and Google Managed Play provide robust controls, and Samsung KNOX Suite further enhancing deep hardware customisation to meet your business needs.

Unified Communications

Simplifying business communications with tailored, cloud-based solutions that unify voice, video and messaging, riving collaboration, connectivity and confidence across your team, wherever they work.

At Entag, we make it easy for your team to stay connected, whether they're in the office, working remotely, or on the move. Our Unified Communications solutions bring together voice, video, messaging, and collaboration tools into one simple platform, powered by Microsoft Teams and Telstra's Adaptive Collaboration technology.

We understand that every business is different. That's why we work closely with you to choose the right communication tools that fit your needs and budget, while also making the most of any existing cloud systems you already use.

From planning and setup to ongoing support, Entag provides a complete service. Our experienced team follows proven methods to ensure smooth deployment, reduce disruption, and help your staff feel confident using new tools. The result? Better teamwork, faster decision-making, and a more connected workplace.

Microsoft
Solutions Partner

Modern Work

Specialist
Calling for Microsoft Teams

Unified Communications

Unified Communication can look like

- Instant Message
- Audio/Video
- Work Remotely
- Collaboration
- Secure Access

Our Services

- Adaptive Collaboration
- E-Mail
- Office Telephony
- Video and Online Meetings
- Instant Messaging

Our Service Inclusions

- End-User Support
- Vendor Management
- Schedule Management
- Call Flow Modifications
- Phone Number Management

Managed ICT

Driving productivity and digital transformation with secure, scalable ICT solutions, tailored by certified Microsoft experts to connect teams, streamline operations, and support your business every step of the way.

At Entag, we help Australian businesses amplify their productivity through smart, modern technology that works every time. As a trusted Managed Service Provider and proud Microsoft Partner, we deliver secure, scalable, and reliable ICT solutions powered by Microsoft Azure, one of the world's leading cloud platforms.

Our ICT service offering is designed to streamline your operations, enhance team connectivity, and support your digital transformation journey. With award-winning IT support and proven industry best practices, our certified Microsoft engineers tailor every solution to your unique business needs.

Here's how we support your success:
- **Secure Connectivity:** Connect your teams and systems with robust virtual networks and wide-area connectivity.
- **Flexible Workspaces:** Enable remote work with virtual desktops that are easy to use and secure.
- **Cloud Transformation:** Migrate your servers to the cloud or redesign your current setup for improved speed, safety, and cost-efficiency.
- **End-to-End Support:** We take care of your teams, compliance, and cyber security so you can focus on delivering value to your clients.

Microsoft Azure

Managed ICT

User Support
Dedicated Australian support team to provide personalised assistance 27/4

Microsoft Support
SharePoint, OneDrive, and Microsoft Teams Migrations and new setups

Maintenance and Updates
Ensures your systems and software is up-to-date, secure, and operating at it's peak performance

EndPoint Management
Mobile and desktop device management

Endpoint Security
Employ robust measures to safeguard your organisation's devices and data

Network & Connectivity

Secure, high-performance networking solutions tailored to your business, powered by leading technologies and managed end-to-end to ensure seamless connectivity, stability, and growth in a digital-first world.

Entag is focused on delivering quality business outcomes through best-of-breed technology, experienced professionals, and ongoing managed services.

Our networking solutions take a security-first approach to your data communication needs, providing secure, end-to-end connectivity for cloud environments, collaboration platforms, and critical business applications. With a strong emphasis on protection and performance, our professional and managed services enable your organisation to grow confidently in a digital-first world.

We proudly partner with leading vendors including Fortinet, Cisco Meraki, Ubiquiti Networks, and Cradlepoint to deliver tailored solutions that meet your unique requirements. Enabled by Telstra's world-class network, our approach leverages advanced technologies such as SD-WAN and SASE to ensure exceptional network speed, reliability, and security.

Entag's Network service provides full lifecycle support, from setup to ongoing management of your network infrastructure, security, and cloud technology. Our goal is to reduce network issues, enhance performance, and maximise the value of your technology investment.

Network & Connectivity

Managed Edge

Network Carriage Management: Internet | Private Network | Point-to-Point

Monitoring

High Availability design options

Security

Firewall and Router Management

Managed Switch

Switchport Configuration

Security

High Availability design options

Monitoring

Managed Wi-Fi

Spectrum Analysis

Heatmapping

Client Connectivity

Security

Monitoring

Managed LTE

Firewall and Router Management

Connection Health

Data Usage

Security

Physical Security

Cloud-based physical security solutions that protect people, property and assets, delivered through intelligent, scalable systems and managed services tailored to your environment, powered by Verkada's leading technology.

We deliver modern, cloud-based physical security solutions that protect people, property, and assets. We partner with Verkada, the world's leading physical security platform provider, to offer integrated, scalable, and intelligent security systems tailored to your operational needs.

We offer a full suite of managed physical security services designed to simplify operations and enhance safety:

Security Cameras & Alarms:
Smart, cloud-connected devices with onboard storage and edge processing
Access Control:
Unified platform for door credentials and video security
Air Monitoring & Intercoms:
Environmental sensors and smart communication systems
Guest & Mailroom Management:
Streamlined visitor tracking and delivery oversight.
Engineered Solutions:
Custom integrations including emergency stations and AI imaging for hazard detection and predictive maintenance

Verkada

Verkada Partner Program
Platinum Member | FY26

Physical Security

Why Physical Security Matters

Organisations face evolving threats including theft, vandalism, cyber-physical breaches, and compliance pressures. Entag helps clients navigate this complexity with:

- Cloud-based technologies that reduce overhead and improve scalability
- Integrated intelligence across physical and digital systems
- Cyber convergence to manage hybrid threats
- Protection of people and reputation through proactive security

Managed Physical Security Services

Entag provides tailored managed services to support your security infrastructure:

- Risk assessments, penetration testing, and system audits
- Alert reporting, performance metrics, and preventative maintenance
- Swap-out equipment, cleaning regimes, and training programs
- Alarm monitoring, support desk, and procedure manual updates

Project Management

Delivering projects that put people first. Through proven methodologies, clear communication, and strong governance, we ensure on-time, risk-managed delivery aligned to your business goals.

Technology alone doesn't deliver success, people do. Our Project Management Professional Services put people at the centre, tailoring every project to your organisation's unique requirements and objectives.

We embed communication, transparency, and trust into every stage of the project lifecycle. Our project managers don't just provide updates, they listen. Through two-way communication and regular feedback loops, we foster trust and enable faster, better decision-making.

In complex environments with multiple partners and teams, we act as the integrator, ensuring clarity and coordination. Every engagement includes tailored stakeholder strategies, continuous reviews, and lessons learned to drive improvement and reduce risk.

Using proven methodologies such as **PRINCE2** and **Agile**, we deliver projects on time, within scope, and aligned to business goals. Our PMO works hand-in-hand with technical teams, ensuring governance and delivery frameworks fit your needs while keeping stakeholders informed and engaged.

By focusing on governance, collaboration, and continuous improvement, we make sure technology works for people - not the other way around.

Our values

Above all, we're driven by helping organisations to be their best. Their most efficient, their most adaptable, and their most successful. Our values help us to deliver on this, and underpin everything we do for our clients.

Trust
Our clients trust us to be reliable, honest, and to act with integrity.

Quality
Because we don't compromise on quality, the work we deliver creates a tangible value.

Collaboration
we're clear, open, and transparent with our clients, partners and peers.

Simplicity
It's easy to over-complicate. Instead, we work to make things simple.

Accountability
The buck stops with us. We take ownership, because we care about what we do.

Innovation
We push the boundaries of what's possible to find new, better solutions.

Our commitment to you

At Entag, we believe in honest, clear communication, giving you the insights you need to make confident, informed decisions. We respect the deep knowledge you bring about your business and industry, and we're here to listen, ask the right questions, and understand your goals. Above all, we value the trust you place in partnering with us.

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Building the Future Together.

Discover how we can help you transform your digital landscape.

Ready to get started?
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