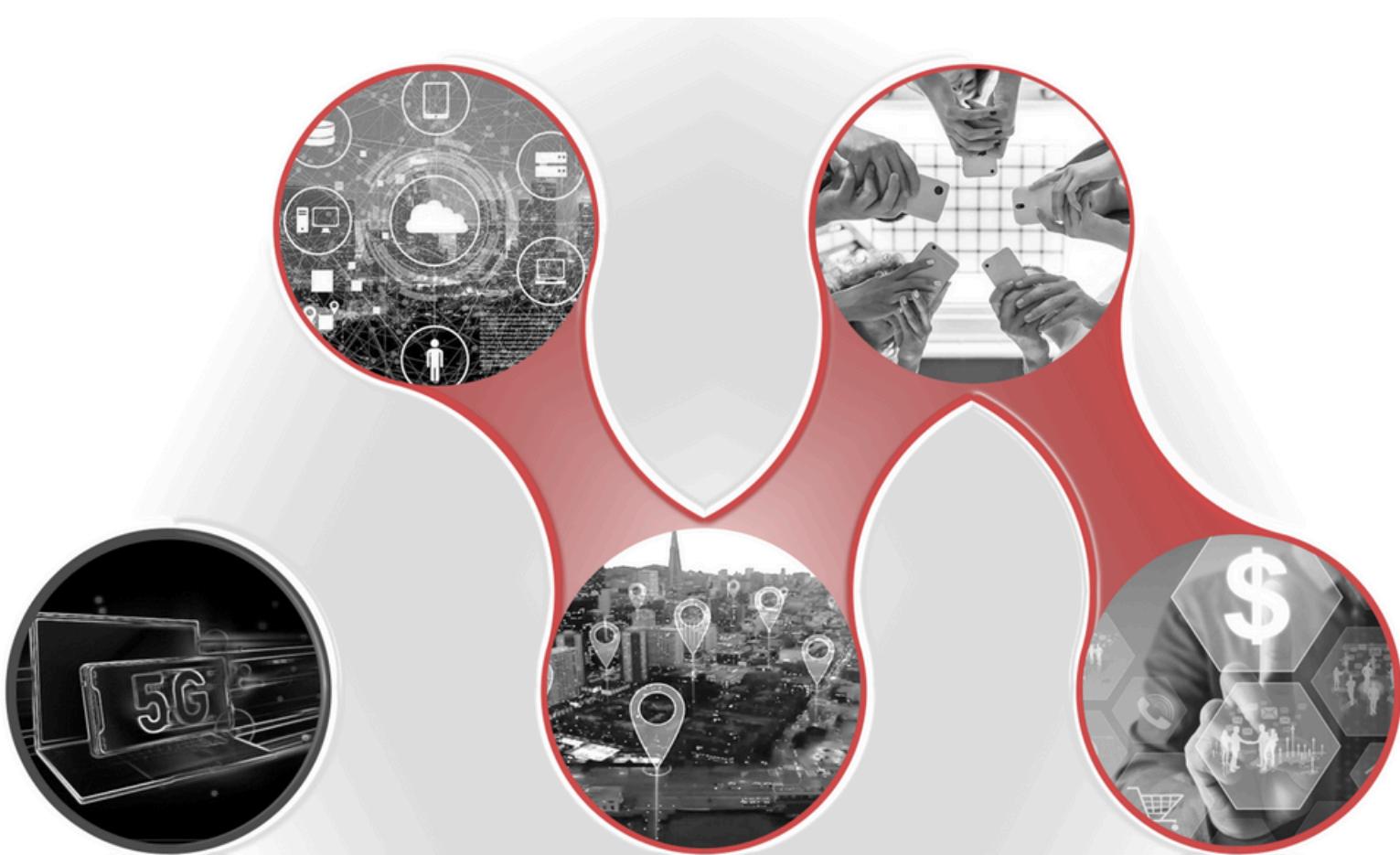




# LEVERAGING TECHNOLOGY TO CONNECT PEOPLE, PLACES & THINGS



MOBILECORP

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A. S6.06, L6, 247 COWARD STREET, MASCOT NSW 2020



Telstra Partner  
Awards 2023  
Winner

Mobility Partner of  
the Year

# MOBILECORP CAN HELP YOU



Increase productivity



Mitigate risk



Optimise costs

## THE FREEDOM TO CONNECT - EVERYWHERE

Communication technologies continue to converge.

It doesn't matter where your employees and customers are located, you need to be able to connect with them reliably, swiftly and securely.

MobileCorp is at the forefront of providing wireless connectivity solutions with a core focus on mobile fleet management and 5G wireless network deployments.

## MOBILE-FIRST DIGITAL TRANSFORMATION

From Smart Cities to Edge Compute. From pop-up stores to temporary construction sites or online shopping.

We are a mobile-first society so our communications technologies need to reflect this.

MobileCorp has grown from a mobility core. Over time, our business and service offerings have expanded to meet the changes in technology and customer requirements.

# MOBILECORP SERVICES



## MOBILITY AS-A-SERVICE



### Connect. Protect. Optimise.

Device Lifecycle  
Device Staging  
Telecoms Support  
Telecom Expense Management  
Mobile Device Management  
Unified Endpoint Management  
Telstra Carriage  
Mobile Endpoint Security

## 5G WIRELESS WAN



### Making 5G Real

Cradlepoint Edge Solutions  
Enterprise Wireless  
Telstra Enhanced Enterprise Wireless  
Smart Places & IOT  
Connected Vehicles  
In-Building Connectivity  
Starlink

## FIXED & DATA NETWORKS



### Making Networks Ready

SD-WAN  
NBN Connectivity  
Private Networks & MPLS  
Telstra Business Broadband  
Network Assessment  
Network Consultancy  
  
Cloud Migration

## SECURITY



### Making Security Robust

Mobile Device Management  
Essential 8 Audits  
Essential 8 Remediation  
Endpoint Security  
Network Assessment

## MANAGED ICT & IT



### Building Capacity Complementing Capability

Subject Matter Experts  
Technical Service Desk  
End User Support  
Remote Troubleshooting  
Managed Desktop  
Managed Infrastructure

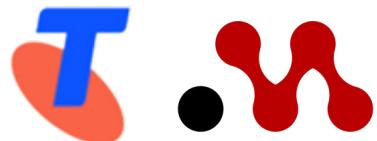
## UNIFIED COMMUNICATIONS



### Making Teams Work

Microsoft 365  
Hybrid Workforce Collaboration  
Access4 Cloud Telephony  
Access4 UCaaS  
Calling for MSTeams/Webex  
Cloud Contact Centre aaS

# MOBILITY AS-A-SERVICE



## Managed Mobility Service

It's in our name! MobileCorp offers a Managed Mobility Service for every size of fleet. Reduce costs and eliminate the headache of dealing with mobile fleet management. We are a single point of contact for all your mobility management needs.

## Device Lifecycle Management

From cradle to grave. Mobile devices are accounted for, secured, managed, and supported. Device staging and zero-touch deployment protects end user productivity, Sustainable EOL program protects the planet and generates buy-back revenue.

## Telstra Carriage Management

Leverage our knowledge to get the most out of your Telstra relationship. MobileCorp is a foundational Telstra Enterprise Partner with 30+ years experience. You will never need to call Telstra again. We take on all your operational workload and support your strategic goals.

## Telecom Expense Management

TEMs will pay for itself - and then some! Stop wading through terabytes of incomprehensible billing data every month. MobileCorp offers three tiers of TEMs product and each of them provides you with the reassurance that you are being billed correctly. Typically customers with a TEMs solution save 10% of their monthly expenditure.

## Mobile Device Management

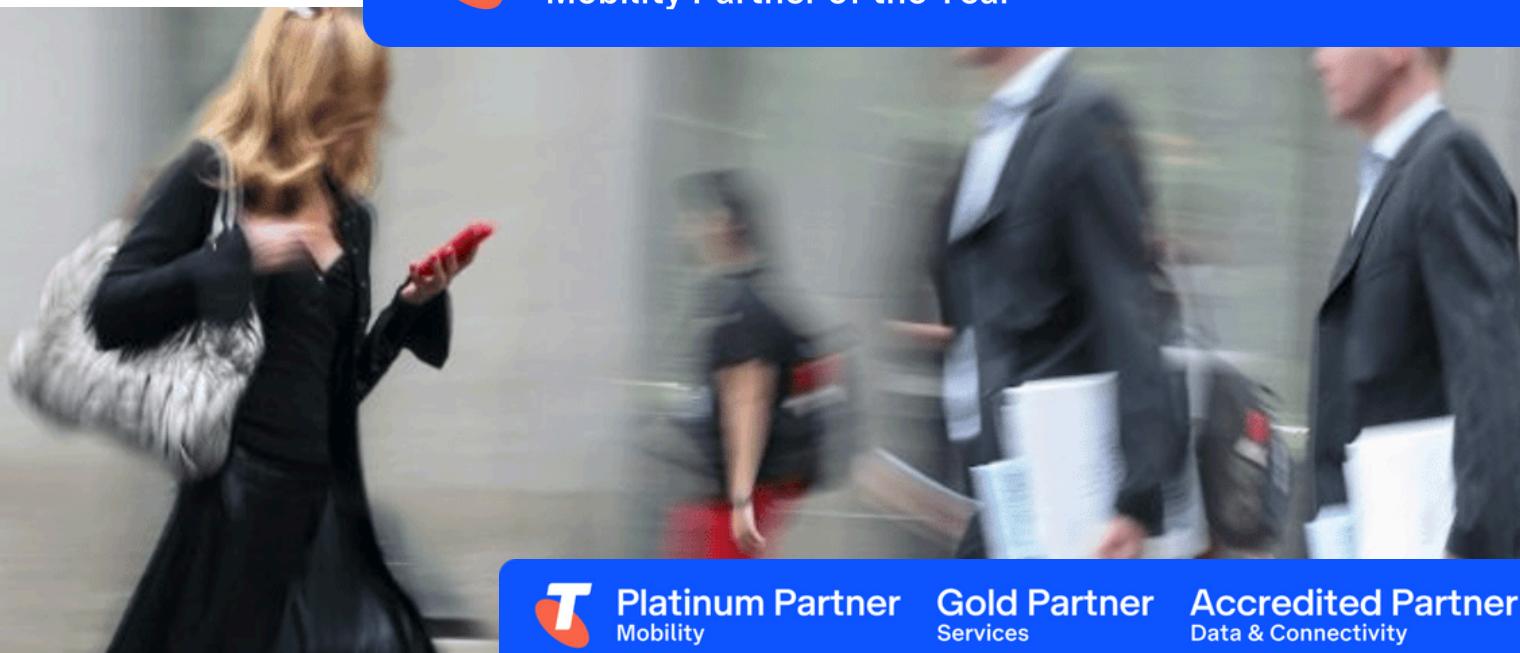
The cyber security threat has elevated MDM from a 'nice-to-have' to a 'must-have.' MobileCorp's UEM engineers offer a comprehensive service from design and build of an instance, through policy configuration and deployment, and technical helpdesk. We specialise in Microsoft Intune, VMware Workspace ONE and Android Enterprise.

## End User Priority Support

A single point of trust for all your enterprise mobility needs. MobileCorp has two separate Service Desks - one for our Mobility and Telstra customers, and a technical support desk for our UEM | MDM | Managed IT Services customers. We also offer priority SLAs, express shipping, stock buffer, hotswap program, and a VIP support service for senior executives.



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# 5G WIRELESS WAN



## ERICSSON Wireless WAN

Cradlepoint solutions deliver reliable and elastic branch, vehicle, and IoT networks.

MobileCorp is Australia's leading Cradlepoint Partner, being named MSP of the Year 2021 - awarded 2022. This recognises our expertise and experience deploying 5G-enabled networks to leading Australian enterprises like Ticketek and Marine Rescue NSW.

## In-Building Coverage

As one of Australia's leading Wireless WAN MSPs, we were constantly being approached by organisations who had a viable mobile signal at their location but could not receive that signal inside their building. MobileCorp now has extensive experience providing In-Building Coverage solutions particularly in warehouses and high rise buildings.

## Enterprise Wireless Solutions

When wires don't cut it, cut the wire.

Enterprise Wireless with MobileCorp is a flexible, secure, enterprise-grade LTE or 5G connectivity solution available in days not months.

We have deployed Enterprise Wireless at construction sites, retail stores, branch offices, event venues, marine rescue units and a helicopter base.

## 5G Professional Services

Is your business location suitable for an LTE or 5G solution? MobileCorp's Wireless professional services include

- Desktop site survey
- Physical site survey
- Installation of outdoor 5G wideband adapter and antenna
- Cabling, signal optimisation testing, and
- Cradlepoint NetCloud management.

## Telstra 5G Enhanced Enterprise Wireless

EEW is a Telstra 5G wireless solution that is a world first offering a 5G network uptime guarantee of 99.9%.

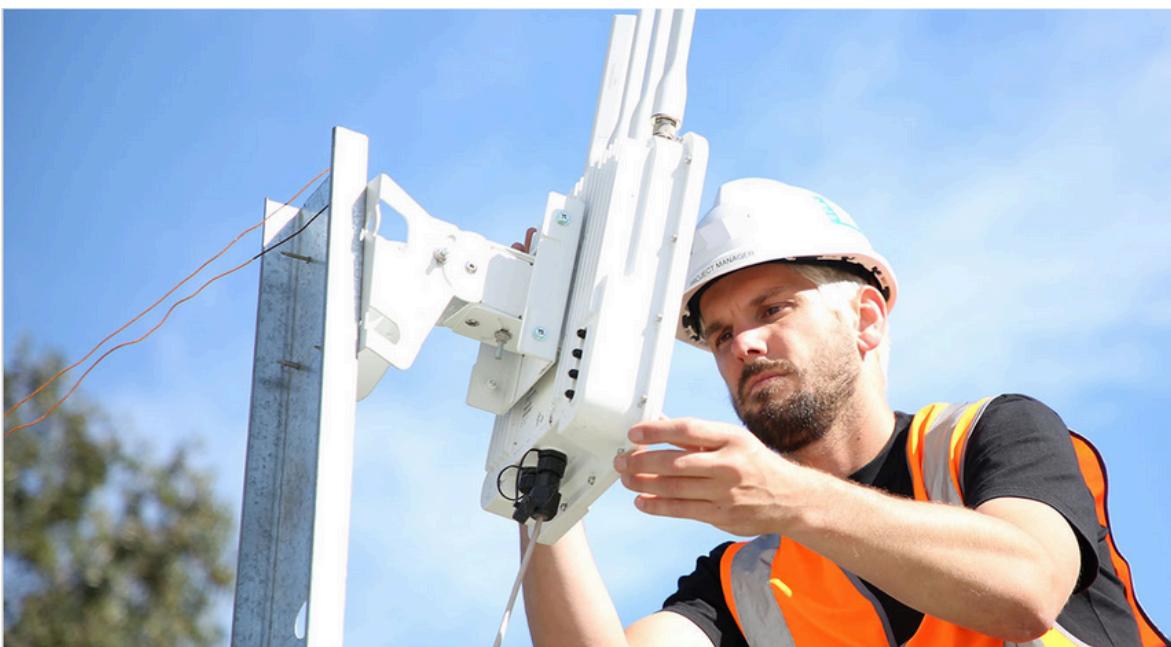
It runs on a Cradlepoint 5G W2005 Wideband outdoor adapter, with a directional antenna.

Finally the solution includes a cloud-based managed service, MobileCorp is the sole fulfilment partner for Telstra 5G EEW.

## IOT, Vehicles, and M2M

5G is an enabling technology for IOT, M2M and edge compute. Cradlepoint has a proven track record providing 5G connectivity for use cases like public safety, crowd control, CCTV, vending machines, location analytics and digital signage.

First responder vehicles, supply chain transportation, and passenger transit have all utilised Cradlepoint in-vehicle routers for edge compute connectivity.



MobileCorp Cradlepoint  
MSP Brochure



## ERICSSON

### Edge Networks

The rollout of 5G has elevated wireless to a viable alternative to fixed infrastructure for primary or failover links in many locations. Increased bandwidth for traffic spikes, segregation of applications or critical traffic, and ultra low-latency IoT networks are other options with Wireless WAN. MobileCorp is a leader in 5G, deploying some of Australia's first wireless WAN networks.

### Private Networks and MPLS

The arrival of cloud has led many companies to question if MPLS is the right infrastructure for future use. But MPLS is particularly suitable for time-sensitive applications that require guaranteed delivery, and for connecting specific point-to-point locations. MobileCorp can help you to deploy MPLS and introduce you to other Telstra Private Network options.

### Business Internet

Choose from 'network as a service' solutions, uncontended direct fibre links, and nbn-based business broadband with mobile failover. MobileCorp provides network architecture, provisioning and project management for Telstra IP Telephony TIPT, Telstra Business Broadband TBB and Telstra NBN Services.



### Telstra Partner

MobileCorp is a foundational Telstra partner with over 30 years of co-operation with Telstra. With our deep connection with Telstra, we are able to provide collaborative solutions to meet your needs based on our close working relationship.

### SD-WAN and Cloud

MobileCorp has extensive experience and expertise in developing hybrid SD-WAN solutions, working with both Telstra network services and leading WAN service providers. We integrate SD-WAN to operate alongside elements of the legacy network while growing capability through automated augmentation.

### Ticketek Case Study

MobileCorp's migration of Ticketek to a hybrid WAN network with 4G LTE failover has delivered cost savings of \$250,000 a year on fixed venue connections. It has also enhanced agility, scalability, security and reliability with Cradlepoint edge routers managing hybrid WAN and LTE (5G-enabled) redundancy. MobileCorp provides visibility, monitoring and support via cloud-based network management.



Book now at  
[ticketek.com.au](http://ticketek.com.au)





Security is not a product, it's a process.

## Endpoint Security

MobileCorp is your mobile security specialist, providing a range of enterprise mobility and security solutions tailored to your business. Rely on us to manage licensing, migration, compliance monitoring, and end user change management.

## End User Security

MobileCorp offers a number of end user security measures as part of our Managed IT Services packages including

- staff onboarding and offboarding
- anti-virus protection
- email security protection
- password manager

## Essential 8 Audit + Compliance

MobileCorp's Essential 8 Audit utilises enterprise-grade software to audit your environment. It benchmarks your ACSC Maturity Level ranking and allows you to plan out your E8 remediation roadmap.

- Fortnightly managed audit with monthly E8 reports that pinpoints your E8 vulnerabilities
- Independent oversight for governance and compliance
- Benchmarks your ACSC Maturity Level ranking
- Allows you to plan out your E8 remediation roadmap



# UNIFIED COMMUNICATIONS



## Unified Communications as-a-Service (UCaaS)

The workplace has changed and UCaaS is the flexible and scalable 'go to' communications solution for today's distributed workforce.

UCaaS services include multi-channel communications such as VoIP, email, messaging, video conferencing, and allows collaboration between team members where ever they are and whatever device they are using.

MobileCorp recommends Access4 and Telstra TIPT as our preferred UCaaS solutions. We offer a UCaaS managed service including solution architecture, migration, licensing, technical support desk and end user management.

## Cloud Phone Systems

Access4's cloud-based IP telephony solution takes your business phone system to the next level. Expensive, aging on-premises phone systems are a security risk, a financial drain, and do not provide the agility needed by a distributed or hybrid workforce.

Connect to the cloud and experience advanced call features for call handling and productivity, with MobileCorp providing your technical support, end user management, business insights and reporting.



## Contact Centre as-a-Service (CaaS)

Cloud-hosted contact centres provide omni-channel, personalised and conversational engagement and communications.

MobileCorp delivers a choice of UJET, the world's first cloud-native contact centre built for the smartphone era; and Genesys Cloud, the world's leading CaaS solution delivered on the Telstra network.

## Microsoft 365 & Microsoft Teams

Microsoft 365 is the most popular app in the world with 345 million users and counting.

MobileCorp offers two managed migration packages, one suitable for SMB, and the other for more complex enterprise or integrated 365 UC migrations.

We also offer a comprehensive managed service for Microsoft 365 tenancies. This includes tenant design, build, migration, operational management, security, compliance and reporting, and support services.

Calling for Teams is a MobileCorp specialism. Make the most of your Microsoft Teams collaboration stack with integrated calling from Microsoft, Telstra or Access4.

- LICENSING OPTIMISATION
- MICROSOFT TEAMS MIGRATION
- CALLING FOR MICROSOFT TEAMS



## End User Services

Employees are a company's greatest asset and biggest threat.

They are extensions of the computing infrastructure and need to be managed to protect themselves and the organisation.

MobileCorp's end user services protect companies from end user behaviour while satisfying employees by providing them with the tools they need to be productive in their roles.

- MANAGED MOBILITY SERVICE
- MANAGED DESKTOPS
- END USER SUPPORT DESK
- USER DEVICE MANAGEMENT
- USER IDENTITY & ACCESS MANAGEMENT
- MANAGED MICROSOFT 365
- DIGITAL WORKSPACE MIGRATION
- UCaaS
- ON-SITE SERVICE DELIVERY

## Network & Infrastructure Services

Our Network and Infrastructure service are designed to complement your team with additional resource or capability when you need it.

We offer independent oversight of to help you meet governance or compliance goals by having a fresh pair of eyes audit your existing network infrastructure.

- NETWORK SITE AUDIT
- MANAGED SITE RELOCATION
- NETWORK SOLUTION ARCHITECTURE
- MANAGED ROUTERS
- MANAGED SERVERS
- MANAGED VIRTUALISATION
- MANAGED BACKUP AND RECOVERY
- PROACTIVE NETWORK MONITORING

## IT Professional Services

MobileCorp's professional services can be used to meet an immediate need, to address a vulnerability, to progress a project, or to plug a gap.

We complement lean IT teams with the capacity and capability you need, when you need it.

- IT SERVICE DESK
- IT PROJECT MANAGEMENT
- SMB MANAGED IT SERVICE
- IT SOLUTION ARCHITECTURE
- IT CONSULTANCY

## Cyber Security Services

Security is not a product, it's a process.

Security preparedness means planning to deliver a recurring operational workload. Security is not 'set and forget.'

MobileCorp has expertise as an MSSP in a range of Essential 8, Endpoint and Network Security services.

- ESSENTIAL 8 AUDIT AS A SERVICE
- SMB SECURITY MANAGED SERVICE
- NETWORK SECURITY AUDIT
- NETWORK MONITORING
- DISASTER RECOVERY
- MOBILE ENDPOINT SECURITY

# 4 OUTCOMES OF MANAGED SERVICES BY MOBILECORP

## SLEEP EASIER - RISK MANAGED

Corporate responsibility demands that communications technologies are audited, managed, and secured rigorously. MobileCorp Services are delivered with responsive SLAs, responsible oversight, and regular reporting.

## HAPPY HUMANS - PRODUCTIVITY PROTECTED

Downtime and disconnected employees are a disaster for any organisation. We offer the reassurance that comes from having one point of contact for all your ICT and IT-related concerns. We provide the tools and the expertise, and we prioritise your people.

## READY FOR ANYTHING - SCALE UP & DOWN

The constant rate of change means being agile- able to scale up or down - is critical for growth. MobileCorp solutions are future-facing and our service and attitude is flexible and responsive.

## WEIGHT LIFTED - IT UNBURDENED

The beauty of having a MobileCorp service is the ability to free up your internal IT resource to concentrate of core business and communications strategy. We provide an extra pair of hands for lean IT teams and we complement your capabilities with our specialist engineers.



# MobileCorp 7-Point Sustainability Pledge



MobileCorp believes in the principles of a Circular Economy and supports 'recycle-renew-reuse'.  
We pledge:

- To protect our environment from devastating e-waste.
- To contribute to the Circular Economy by providing options to recycle, re-use or renew mobile devices.
- To offer an approved Buy-Back scheme which provides a commercial benefit to customers encouraging responsible and sustainable disposal of EOL devices.
- To provide recycling of non-viable devices by a verified vendor.
- To extend the lifecycle of mobile devices by providing manageable repair options.
- To extend the lifecycle of mobile devices by providing affordable protective accessory bundles.
- To offer certified secure erasure of mobile devices so that commercial customers can act with confidence to sustainably manage EOL devices.



**"In this industry we all have an opportunity to make a positive contribution to our community and our planet."**

Stephen Aravopoulos  
MD MobileCorp

# Why MobileCorp?



## 35 REASONS WHY...

MobileCorp has 35 years' experience as a Managed Service Provider for Australian organisations large and small.

Our remarkable history has shifted in line with the continuous change that is emerging technology. However, there has been one constant throughout - we have a single-minded focus on delivering our best work for each customer.

## 450 REASONS WHY...

MobileCorp has a proven track record with enterprise, business and government customers. We currently serve 450+ Telstra customers and manage hundreds of thousands of mobile services.



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# Who is MobileCorp?



Stephen Aravopoulos  
Managing Director



Peter Jonson  
General Manager  
Sales & Managed Services



Olga Aravopoulos  
Operations Director



Lorin McDowell  
Marketing Manager



Jim Joannou  
General  
Manager, Technology



Odette Mason  
Finance  
& HR Manager

## People who trust us



THALES



Lifestyle  
Solutions

RSPCA  
for all creatures great & small



xylem  
Let's Solve Water



MinterEllison

Medtronic

Travelex  
worldwide  
money

TESLA

LUXOTTICA

Kellogg's

BAYER

CHEP

sydney  
METRO

Ramsay  
Health Care





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