

COMPANY CAPABILITY STATEMENT

1800 888 365

www.cloud365.com.au

Cloud365 Australia

Managed Cloud Hosting

Australian-owned managed cloud hosting for business software, custom applications and legacy systems. Serving Australian businesses since 2011.

Kings Business Park 80 Dorcas Street
Southbank VIC 3006

Founded 2011 | Melbourne, Victoria 100%
Australian Privately Owned

Australian Owned	Founded 2011	Fixed AUD Pricing	1800 888 365	Police-Cleared Team	24/7 Support
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01 — COMPANY OVERVIEW

Who We Are

Cloud365 Australia is a specialist managed cloud hosting provider founded in Melbourne in 2011. We focus entirely on hosting, managing and supporting business software and custom applications for Australian companies — including legacy platforms critical to day-to-day operations.

We are not a web hosting company and we do not resell capacity from AWS, Azure or Google Cloud. Cloud365 owns and operates its own physical infrastructure on HP, IBM and Cisco hardware across purpose-built data centre facilities in Australia and internationally. Our team is 100% Australian-based, police-cleared and directly accessible to customers.

We charge a fixed monthly fee in Australian dollars covering hosting, backups, monitoring, security and support — with no variable billing, no currency conversion and no surprise charges at month end.

What Sets Cloud365 Apart

OWN INFRA

We Own Our Infrastructure

HP, IBM and Cisco hardware — owned outright. No third party sits between you and your infrastructure when something needs resolving.

FIXED PRICE

Fixed AUD Pricing

One fixed monthly fee covers everything. No pay-per-hour billing, no currency conversion. Often 50% less than overseas providers.

AU TEAM

Australian Team, Australian Hours

100% Australian-based staff. No offshore call centres. Police-cleared administrators with signed confidentiality agreements.

DATA SECURITY

Your Data Stays in Australia

Primary infrastructure in Australian data centres. Data sovereignty maintained. No data scanning for commercial purposes.

ALL-INCLUSIVE

Everything Included

Backups, monitoring, security, managed firewall, SSL and HelpDesk support included in the monthly fee — not extras.

SPECIALISTS

Legacy and Custom Application Experts

We specialise in non-standard and custom business software that does not fit generic hosting plans. If it runs on a server, we can host it.

Services We Deliver

APP HOSTING

Managed Application Hosting

Custom business software and application hosting in Australian data centres. Purpose-configured, fully managed environments sized for your application.

MIGRATION

Cloud Migration Services

Migration of legacy systems from office servers or other providers. Minimal downtime, documented process, fixed-price proposal.

INFRASTRUCTURE

Infrastructure Design and Management

End-to-end infrastructure design, deployment and ongoing managed administration by our technical team.

BACKUP

Backup and Disaster Recovery

Automated hourly and daily backups with verified restores. Geo-redundant storage. Documented recovery time and recovery point objectives.

MONITORING

24/7 Monitoring and HelpDesk Support

Round-the-clock monitoring with direct access to Australian technical staff. Incidents actioned, not just forwarded.

SECURITY

Security Services

Managed firewall, SSL, intrusion detection and host security — included in the monthly service fee.

EMAIL

Business Email Hosting

Hosted Exchange, enterprise spam filtering and mail relay on Cloud365-owned Australian infrastructure.

VPN

VPN and Remote Access

Managed VPN and secure remote access for businesses accessing hosted applications from any location.

BROADCAST

Broadcast and Streaming Infrastructure

Managed broadcast infrastructure, playout systems and audio/video streaming for Australian media operators.

WAGERING

Managed Wagering Systems

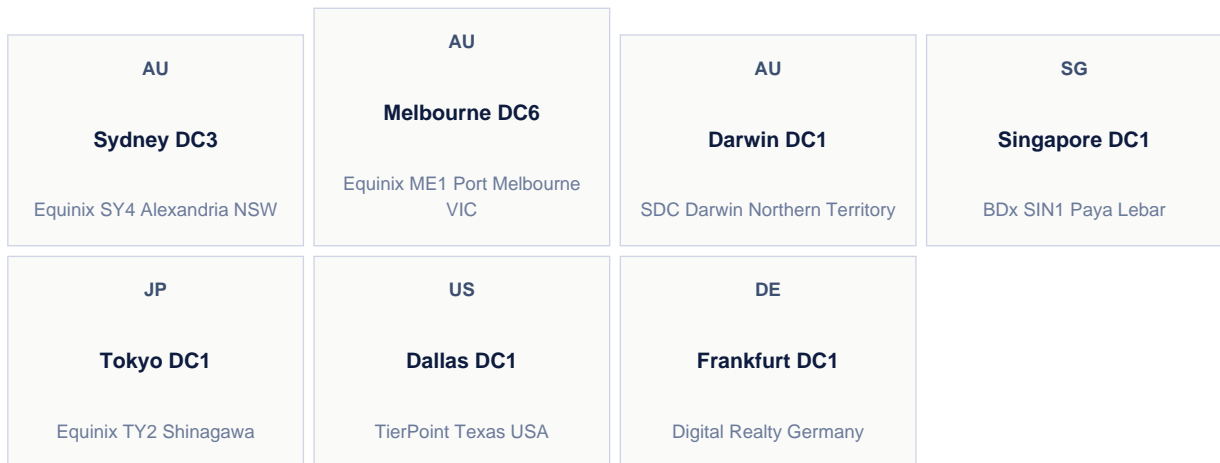
Regulator-compliant hosting for Australian wagering operators. AUSTRAC and state licensing compliance support.

Platform and Data Centres

Cloud365 operates purpose-built infrastructure on owned HP, IBM and Cisco hardware with Telstra, Vocus, Superloop, Cogent and Verizon Tier 1 network connectivity. Environments are VLAN-segmented across test, staging, production and backup network zones.



Data Centre Locations



Network Carriers — Tier 1 connectivity at each location

Telstra	Vocus	Superloop	Cogent	Verizon
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Sectors and Industries

Cloud365 serves Australian businesses across more than 14 industry sectors. All customers are registered Australian businesses — from startups to government departments and corporate clients.

Financial Planning and Banking	Legal	Government	Mining and Resources
Manufacturing	Insurance	Broadcast	Distribution and Logistics
Retail	Food and Beverage	Marketing	Telecommunications
Real Estate	Managed Wagering		

Policies and Transparency

Cloud365's data, privacy and acceptable use policies are publicly available at www.cloud365.com.au and written in plain English.

Policy	Summary
Customer Data Policy	Customer data is not scanned, sold or shared with third parties. Data remains in nominated locations and is accessible only to police-cleared Cloud365 staff.
Terms of Service	Plain English service agreement. Fixed pricing commitments. 30-day termination provision. Governed by Victorian law.
Privacy Policy	Compliant with the Australian Privacy Act 1988. We collect only what is necessary to deliver the service.
Acceptable Use Policy	Governs permitted and prohibited use of all Cloud365 managed cloud hosting services.

What We Commit To

Every Cloud365 customer receives the same standard of service. These commitments are structural — built into how we operate, not optional extras.

- + Fixed AUD monthly pricing — no variable billing, no hidden fees
- + 24/7/365 monitoring and support including weekends and public holidays
- + Police-cleared, Australian-based staff only — no offshore administration
- + Automated backups included and verified daily with tested restore processes
- + Managed firewall, SSL and security services included in the monthly fee
- + Primary data stored in Australian data centres — data sovereignty maintained
- + No offshore call centres — direct access to the technical team managing your systems
- + No scanning of customer data for commercial or advertising purposes
- + 30-day termination provision — no lock-in contracts
- + Response to all enquiries within one business day

"Our goal is to reduce cost and remove complexity. No overcharging for boxed solutions with services you don't need. Cloud365 was built to deliver genuinely local, business-grade cloud hosting at fair prices."

— Darren Moss General
Manager and Lead
Architect Cloud365
Australia

Cloud365 Australia Pty
Limited

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