

21

CRITICAL I.T.Security Questions



What Every Business Owner **Must** Know About Hiring An Honest, Competent, Responsive And Fairly Priced I.T. Services Firm

This Business Advisory Guide Will Arm You With 21 Critical Questions You Should Ask Any I.T. Consultant Or Company Before Giving Them Access To Your I.T. Systems

Read this guide and you'll discover:

- The “dirty little secret” of the I.T. support industry that most people don't know and will never be told by their I.T. guy (this will surprise you).
- 21 revealing questions that will help you instantly spot an unethical or grossly incompetent I.T. support technician in minutes.
- 4 costly misconceptions most business owners have about I.T. services and what you need to consider when selecting an I.T. firm.
- Hackers, ransomware and data theft: what you REALLY need to know to protect yourself from a costly, devastating ransomware attack.

17/07/2025
From the Desk of:
Daniel Ladlow
Managing Director
BlueReef Technology

We understand that choosing the right IT partner can feel overwhelming. The wrong choice can lead to long-term contracts, rising costs, poor service, and ongoing frustrations. But when you find the right partner, it's a different story — your tech works as it should, issues disappear, and you gain peace of mind knowing your business and data are secure. The challenge is, many IT providers make similar promises: proactive service, responsiveness, professionalism. So how do you really know who to trust before handing over access to your systems?



At BlueReef Technology, we've seen firsthand how difficult that decision can be — and unfortunately, we've also seen the consequences when it goes wrong. We've helped many businesses recover from poor advice, security risks, and unmanaged systems left behind by providers who simply weren't up to the task.

That's why we created this guide: to help you make a confident, informed decision about your IT support. We want to give you the tools to ask the right questions and recognise the warning signs early — before they turn into costly mistakes.

The reality is, IT isn't a regulated industry. Anyone can call themselves an expert. That puts the responsibility on you — the business owner — to dig a little deeper. But you don't have to do it alone.

This guide exists to help raise the standard across our industry and to protect businesses like yours from avoidable risk. We believe you deserve transparency, competence, and genuine care from the people looking after your technology — and we're here to make that happen.

Dedicated to helping you,

Daniel Ladlow

About The Author



Daniel Ladlow is the Managing Director of BlueReef Technology, a 100% founder-owned Managed Service Provider (MSP) delivering proactive IT support to growth-focused SMEs across Darwin, Alice Springs, and Brisbane. Since founding the business in 2008, Daniel has grown BlueReef into a trusted local partner for all things tech—cloud, cybersecurity, communications, and beyond.

With nearly two decades of hands-on experience in the technology space, Daniel has helped countless regional businesses overcome complex challenges—whether it's navigating cloud migration, improving cybersecurity, or replacing slow, outdated IT support. His leadership combines a deep love for technology with a practical, outcomes-focused mindset. At the heart of BlueReef's culture is Daniel's commitment to transparency, integrity, and long-term partnerships.

Under his guidance, BlueReef has introduced customer-first initiatives like 24/7 monitoring, regular monthly check-ins, and a 60-day "Thrilled Today or You Don't Have to Stay" guarantee. It's all part of Daniel's mission to simplify IT for regional businesses, cut through the jargon, and deliver real results.

When he's not leading the team, you'll find Daniel collecting vinyl records, riding his motorbike, or heading out for a fish—interests that reflect his hands-on nature and love for balance.

Daniel's vision is clear: to become the leading MSP for regional Australia—empowering local businesses with smarter tech, stronger security, and a team that genuinely has their back.

21 Questions You Should Ask Your I.T. Services Company Or Consultant **Before** Hiring Them For I.T. Support

Competence & Capabilities

Q1 What range of services do you offer?

At BlueReef Technology, we provide a comprehensive range of IT services to support your business. Our expert helpdesk offers both remote and on-site support, backed by 24/7 monitoring to quickly detect and resolve issues. We deliver cloud solutions with Microsoft 365 and frequent backups, all hosted securely in Australian data centers. We also manage Microsoft 365 licensing and backups, alongside robust cybersecurity measures and thorough IT audits.

We supply business-grade hardware and software, including Apple products, and offer reliable internet connectivity, complete network setup, and VoIP phone systems with Microsoft Teams integration. Our full suite of services ensures your IT runs smoothly, securely, and efficiently.

Q2 Can you walk me through your onboarding process?

At BlueReef Technology, our onboarding process begins with a comprehensive IT Audit X-Ray, which gives us a detailed view of your current IT environment. This helps us identify any gaps, risks, and opportunities for improvement. From there, we collaborate closely with you to develop a tailored IT strategy that aligns with your business goals.

Our onboarding also includes setting up monitoring and management tools to ensure your systems are secure and efficient from day one. We provide clear communication throughout this process and establish ongoing support plans so you always know what to expect and how your IT infrastructure is being cared for.



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Q3

Do you provide 24/7/365 monitoring and support? How quickly can issues be detected and resolved?

Yes, at BlueReef Technology, we provide continuous 24/7/365 monitoring of your critical IT systems. Our proactive approach means that potential issues are detected early—often before they affect your business operations. Our skilled support team responds promptly to alerts, ensuring fast resolution to minimise downtime.

We prioritise rapid response and efficient problem-solving, backed by a robust support system that includes remote assistance and on-site visits when necessary. This continuous monitoring and responsive support help keep your IT infrastructure reliable and secure around the clock.

**Q4**

What experience do you have supporting businesses in our industry or region?

At BlueReef Technology, we have extensive experience supporting a wide range of businesses across various industries, including government agencies, healthcare providers, not-for-profits, and commercial enterprises throughout the Northern Territory and wider Australia. Our deep local knowledge of Darwin, Brisbane and Alice Springs allows us to deliver tailored IT solutions that meet the unique needs of businesses in our community. We pride ourselves on building lasting relationships with clients by understanding their specific industry challenges and providing reliable, responsive IT support.

Q5

Are you a certified partner with major vendors like Microsoft or Apple?

Yes, BlueReef Technology is proud to be an official Microsoft Partner and an Apple Authorised Reseller. These partnerships enable us to provide our clients with genuine products, licensed software, and expert support directly aligned with the latest technologies from these industry leaders. Being certified partners ensures that we stay up-to-date with best practices and have direct access to vendor resources, which translates into better service and solutions for your business.

Honesty & Integrity

Q6

How do you price your services?

At BlueReef Technology, we use a simple and transparent per-seat pricing model for our managed IT services. This means you pay a fixed monthly fee for each user or device we support, making it easy to budget without surprises. Our pricing includes comprehensive support, proactive monitoring, and regular maintenance, ensuring you get full value without hidden costs. For additional projects or specialised services, we discuss options upfront to keep everything clear and fair.

Q7

Do you have Service Level Agreements (SLAs)? What are your response and resolution targets?

At BlueReef Technology, we establish clear Service Level Agreements (SLAs) tailored to each client's needs. These agreements outline our commitment to timely responses and effective resolution of IT issues. While specific response and resolution times may vary depending on the service level chosen, we prioritise transparency and consistent communication to keep you informed throughout the process. Our goal is to minimise downtime and ensure your IT systems remain reliable and efficient.

**Q8**

Can you share references or testimonials demonstrating transparent communication and honest conduct?

At BlueReef Technology, we take pride in building strong, honest relationships with our clients. We are happy to provide references and testimonials that showcase our commitment to transparent communication and ethical service. Our clients consistently highlight our responsiveness, professionalism, and straightforward approach. We believe in keeping our clients informed at every stage, ensuring trust and confidence in our partnership.

You will find detailed testimonials demonstrating this approach at the end of this report.

Q9

What safeguards do you put in place to protect client data and privacy?

At BlueReef Technology, safeguarding our clients' data and privacy is a top priority. We implement robust security measures, including regular system monitoring, data encryption, and secure backups hosted in Australian data centres. Our cybersecurity strategies are integrated into all managed services to protect against threats and ensure compliance with relevant regulations. We also conduct ongoing IT audits to identify vulnerabilities and keep your data safe.



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Q10

How do you handle situations where something goes wrong? What's your accountability process?

At BlueReef Technology, we take full accountability when issues arise. Our approach is built on transparency and proactive communication—we notify you as soon as a problem is detected and keep you updated at every step of the resolution process. We conduct thorough investigations to identify the root cause, ensuring that we not only fix the immediate issue but also implement measures to prevent it from happening again. In addition, we review our processes regularly and learn from each incident to continually improve our service delivery. Our team is dedicated to resolving problems efficiently while maintaining your trust and confidence. We understand how critical your IT systems are to your business, and we treat every issue with the urgency and professionalism it deserves.

Responsiveness & Support

Q11

How can we submit support requests—portal, phone, email? What are typical response times?

At BlueReef Technology, we make it easy for you to submit support requests through multiple channels, including our dedicated online support portal, direct phone line, and email. This flexibility ensures you can reach us in the way that suits you best.

Once a request is received, our team prioritises it based on urgency and impact. While response times may vary depending on the nature of the issue and service level agreements, we strive to respond promptly and keep you informed throughout the process, aiming to minimise any disruption to your business operations.

**Q12**

Do you offer remote-only support, or also on-site visits when needed?

At BlueReef Technology, we offer a flexible support model with both remote and on-site assistance, tailored to your business needs. Most day-to-day IT issues are resolved quickly through our remote helpdesk, where our technicians securely access your systems to diagnose and fix problems without delay.

When issues require physical intervention—like hardware replacements or network cabling—we provide fast, reliable on-site support. Our local presence across the Northern Territory means we can be there promptly when needed.

With both remote and on-site support options, you can trust us to minimise downtime and keep your business running smoothly.

Q13

Are critical systems monitored round-the-clock? How are alerts handled?

Yes, at BlueReef Technology, we provide round-the-clock monitoring of critical systems—24 hours a day, 7 days a week, 365 days a year. Our advanced monitoring tools constantly check the health and performance of your infrastructure, including servers, networks, backups, and security systems.

When an issue or anomaly is detected, our system generates an immediate alert, which is escalated to our technical team based on severity. High-priority alerts are investigated straight away, allowing us to take action—often before you even notice there's a problem.

This proactive monitoring means we can resolve issues quickly, prevent downtime, and maintain the reliability of your IT environment. It's all part of our commitment to delivering secure, stable, and responsive support that protects your business around the clock.



Q14

What is your escalation process for urgent or complex issues?

At BlueReef Technology, we follow a structured escalation process to ensure urgent or complex issues are handled efficiently and effectively. When a support request is received, it's initially assessed and prioritised based on its impact and urgency. If the issue cannot be resolved at the first level, it is escalated to a more senior technician or specialist within our team.

For critical incidents—such as widespread outages, security threats, or high-impact failures—we fast-track the escalation to ensure immediate attention. Our senior engineers and management are brought in as needed, and we maintain open communication with you throughout the process so you're never left in the dark.

We also conduct post-incident reviews for major issues to identify root causes and apply preventative measures. This ensures we not only resolve problems quickly but also reduce the likelihood of recurrence, giving you long-term stability and peace of mind.



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Ongoing Partnership & Counsel

Q15

Do you assign a Virtual CTO or dedicated consultant to align IT strategy with business goals?

Yes, at BlueReef Technology, we offer a dedicated consultant—similar to a Virtual CTO—who works closely with your business to make sure your technology supports your goals. This person gets to know how your business operates, what your plans are, and helps guide decisions about your IT systems and services. Instead of just fixing problems as they come up, we take a proactive approach by planning ahead. That means helping you make smart choices about things like upgrades, cybersecurity, and budgets so your technology keeps up with your business as it grows.



Q16

How do you approach optimising our current systems?

At BlueReef Technology, we take a proactive and strategic approach to optimising your IT systems. This includes regularly applying security patches, software updates, and firmware upgrades to keep your infrastructure secure and running smoothly.

We also look for opportunities to streamline and automate routine tasks—such as backups, monitoring, and system maintenance—to reduce manual effort and improve reliability. Our team continuously reviews your environment to identify inefficiencies or outdated systems and provides clear recommendations for improvement.

By keeping your technology up to date and aligned with best practices, we help ensure your systems remain secure, efficient, and capable of supporting your business as it evolves.



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Q17

What communication schedule do you follow?

At BlueReef Technology, we believe clear and consistent communication is key. We set up a communication schedule tailored to your needs, usually including regular reports, check-ins, and planning sessions.

Our reports provide updates on system health and support activity, while meetings—either in person or online—help review your IT environment and upcoming changes. This keeps you informed and confident that your IT is well managed.

**Q18**

How do you keep us ahead of emerging threats, technologies, and best practices?

At BlueReef Technology, we stay ahead by continuously monitoring the evolving IT landscape and emerging cyber threats. Our team regularly updates our knowledge and tools to protect your business from new risks. We also provide proactive recommendations on the latest technologies and industry best practices to help you stay competitive and secure.

Through ongoing IT audits, security assessments, and strategic planning, we ensure your systems are resilient and prepared for future challenges. Our goal is to keep your technology environment both safe and up to date so your business can focus on growth.



Fair Pricing & Value

Q19

How transparent is your billing - can you break down charges clearly?

At BlueReef Technology, we prioritise transparency in our billing. We provide clear, itemised invoices that break down all charges, so you know exactly what you're paying for. Our straightforward per-seat pricing model means there are no hidden fees or surprises, making it easy for you to budget and manage your IT costs confidently. If any additional services or projects arise, we discuss costs upfront to ensure you have full clarity before proceeding.

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Q20

Do you help buy hardware, phone and internet services, and software at a good price?

Yes, at BlueReef Technology, we offer cost-effective procurement of hardware, phone and internet services, and software. As an authorised Apple reseller and trusted partner for business-grade technology, we provide access to quality devices and software tailored to your needs.

We work to secure competitive pricing and handle the entire procurement and setup process, helping you save time and avoid overpaying. This allows you to focus on your business while we manage your technology acquisitions efficiently.



Q21

What ensures your pricing remains competitive as our team grows?

At BlueReef Technology, our per-seat pricing model scales with your business, so you only pay for the users or devices you need. This flexible approach helps keep costs predictable and fair as your team expands.

We regularly review your IT requirements and recommend adjustments to optimise both performance and cost. Our goal is to provide great value while supporting your growth without unexpected price increases.

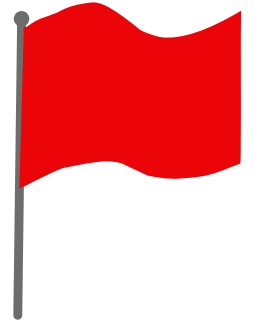


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Red Flags To Notice And Look Out For:



Generic, one-size-fits-all packages



Be wary of IT providers that offer pre-set packages without first taking the time to understand your business. While these may seem convenient or affordable at first glance, they often include services you don't need—or worse, leave out the ones you do.

Every business has different priorities, risks, and workflows. A hospitality venue needs very different support than a construction firm or professional services office. If your IT provider isn't tailoring their support and solutions to your actual operations, you're likely paying for the wrong things and missing critical protections.

At BlueReef, we believe in building partnerships, not pushing products. That means taking the time to understand how your business works, where the risks are, and what tech can actually help you grow—then designing a service plan that fits like a glove.



CLIENT TESTIMONIAL



A one stop shop for all our IT & communication needs, BlueReef Technology gets the job done. Our business operates in an isolated part of the Kimberley, having an IT provider that understands the issues with that – and can effectively provide in person and remote support, whenever any issue arises sets them apart. More than an IT provider, BlueReef Technology is a part of our team. If you are looking for a new technology partner, check all the services and packages they can offer. There is a reason we've worked with them for 15 years. Give them a call.

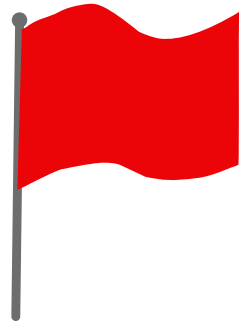
-Heather Veal



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Pushy upselling or confusing tech talk



If an IT provider constantly tries to upsell you on extra tools, upgrades, or add-ons—especially without explaining why—they may be more focused on profit than your business outcomes. This approach often includes using technical jargon to pressure decisions or make you feel out of your depth. IT should empower you, not confuse or overwhelm you. You deserve clear, honest advice in plain language, so you can make informed choices with confidence. If a provider can't explain a service in terms you understand—or if they avoid straight answers—it's a sign they may not be acting in your best interest.

At BlueReef, we cut through the noise. We speak your language, give honest recommendations, and never sell you something unless we genuinely believe it adds value to your business. No jargon. No pressure. Just tech that makes sense.



CLIENT TESTIMONIAL



Without a doubt, the biggest benefit of using BlueReef Technology is having peace of mind knowing that our systems are protected, our information is protected, and our company is protected. The thing I really love about BlueReef Technology is that whenever we need support, they are always there for us. They really do a great job – quickly & reliably. If you are looking for a new IT provider, BlueReef Technology is a great team that really care about your business – and take your needs seriously. Its why they've been our trusted IT team for over a decade.



The 4 Most Costly Misconceptions About I.T. Services



Misconception #1:

“We’re too small to be targeted by cyberattacks.”



This is one of the most dangerous myths in today’s digital world—and one we hear all too often from small and medium-sized businesses.

The truth is, cybercriminals actively target smaller organisations because they’re seen as easier to breach. Unlike large corporations with in-house IT teams and layered security systems, smaller businesses often lack the time, resources, or expertise to keep up with evolving threats. That makes them the perfect target for ransomware, phishing, and data theft.

In fact, nearly half of all cyberattacks are now aimed at small to medium-sized businesses. And the consequences can be devastating: lost data, downtime, reputational damage, financial penalties, and even the loss of customer trust.

Hackers don’t care how many staff you have or what industry you’re in—they care about access, and whether your systems are vulnerable.

At BlueReef Technology, we help SMEs take cybersecurity seriously without overcomplicating it. From basic protections like multi-factor authentication and backups, to advanced threat detection and user training, we give you the tools to defend your business—before something goes wrong.

You don’t need to be big to be a target. You just need to be unprepared.

Key Takeaways:

- Small businesses are just as likely—if not more—to be targeted by cybercriminals.
- 43% of cyberattacks are aimed at small to medium-sized businesses.
- Being small doesn’t mean you’re safe—it often means you’re vulnerable.
- Cybersecurity doesn’t have to be complicated or costly; the right protections can prevent most threats.
- BlueReef offers plain-language advice and real solutions to keep your systems safe and secure.

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Misconception #2:

“Our staff would never fall for a phishing scam or cyberattack.”



Many business owners trust their team completely—and that’s a good thing. But when it comes to cybersecurity, overconfidence can be costly.

Phishing emails, scam links, and social engineering attacks are designed to trick even the most careful employees. These threats often look completely legitimate—posing as a supplier, the ATO, a colleague, or even your own boss. All it takes is one wrong click to open the door to a data breach, ransomware infection, or financial fraud.

Human error remains the #1 cause of cybersecurity incidents, and no team is immune. Cybercriminals rely on distraction, pressure, and urgency to bypass technical safeguards and reach your most valuable data.

That’s why ongoing cybersecurity awareness training is essential—not just once a year, but regularly. Your staff should know how to spot a phishing email, what to do if they receive one, and how to report it fast. At BlueReef, we provide practical, easy-to-understand training and simulations that empower your team to become your first line of defence.

Good people can still make bad clicks. That’s why preparation is protection.

Key Takeaways:

- Human error is the leading cause of cyber breaches—no team is 100% immune.
- Phishing scams are becoming more convincing and harder to detect.
- Cybercriminals exploit trust, urgency, and familiarity to bypass defences.
- Regular, simple training can help your staff spot and stop threats early.
- BlueReef offers user-friendly cybersecurity training and awareness tools tailored to SMEs.



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Misconception #3:

“Our data is backed up, so we’re covered.”



Having a backup system in place is essential—but simply having backups doesn’t always mean your data is safe.

Many businesses assume that because they use a cloud platform like Microsoft 365, their data is automatically protected from loss or attack. But the reality is, cloud providers operate on a shared responsibility model—meaning you are still responsible for backing up and securing your own data.

Even with backups in place, serious gaps can exist:

- Backups that haven’t been tested in months (or ever)
- Systems that only retain data for a limited time
- No protection against accidental deletion or malicious tampering
- No offsite copies or recovery plan if ransomware strikes

Worse still, some businesses only discover these issues after a major incident—when it’s already too late.

At BlueReef, we don’t just tick the “backup” box. We implement secure, automated backups with version history, offsite redundancy, and regular testing to ensure everything actually works when you need it. And we help you create a disaster recovery plan that gets you back up and running with minimal downtime.

A backup is only useful if it’s working, accessible, and restorable when it matters most.

Key Takeaways:

- Not all backups are equal—regular testing and monitoring are essential.
- Cloud services like Microsoft 365 don’t protect you fully—you’re still responsible for your data.
- Human error, ransomware, and malicious deletions can all compromise backups.
- A good backup strategy includes automated backups, version control, offsite storage, and recovery planning.
- BlueReef delivers reliable, tested backup solutions tailored to SMEs.

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Misconception #4:

“All IT providers are basically the same.”



It's easy to assume that most IT companies offer the same services—but not all providers deliver the same level of support, communication, or value. The difference between a reactive break-fix vendor and a proactive, strategic partner can be massive.

Many businesses only realise this after they've been burned—by poor communication, confusing pricing, or slow response times. That's why asking the right questions upfront is so important.

Our 21 Questions to Ask Your IT Provider is designed to help you cut through generic promises and uncover how a provider really operates—how they handle security, communication, support, transparency, and accountability.

At BlueReef, we believe in building real partnerships with our clients.

We focus on outcomes, speak in plain language, and stand by our service with a 60-day satisfaction guarantee. You won't get cookie-cutter solutions here—just honest, responsive support tailored to your business.

Key Takeaways:

- Not all IT providers are equal—ask the right questions to spot the difference.
- Avoid one-size-fits-all service models and vague commitments.
- A good provider will be transparent, proactive, and outcome-focused.
- BlueReef offers real partnerships, not just IT support.



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3 More Recommendations To Find A **Great** I.T. Company You'll Love

1 Ask to speak to several of their current clients.

Don't just take their word for it. A trustworthy IT company will happily connect you with long-term clients who can speak to their experience—response times, communication, outcomes, and reliability. If they hesitate to provide references, that's a red flag.

At BlueReef, we encourage you to hear directly from the businesses we support. Their success stories say more than any marketing ever could.



2 Look for a company that's local and understands your region

Bigger isn't always better—especially when “big” means you're just another ticket in the queue. A local provider will better understand your challenges, be available on-site when needed, and invest in your long-term success.

With teams based in Darwin and Brisbane, BlueReef offers a local presence and fast response without the bureaucracy of larger providers.



3 Choose a provider who's qualified and experienced in your industry

Your IT needs aren't generic—so your support shouldn't be either. Look for a provider with hands-on experience in your sector, whether it's professional services, construction, healthcare, or education.

BlueReef has nearly two decades of experience working with SMEs across diverse industries in regional Australia. We know the systems you rely on—and how to keep them running smoothly.



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A Final Recommendation

At BlueReef Technology, we believe the best partnerships are earned, not forced. That's why we're offering a completely free Cyber Security Risk Assessment and I.T. Systems Checkup to regional Australian businesses—no strings attached.

FREE Cyber Security Risk Assessment And I.T Systems Checkup.

Here's how it works:

We start with a short phone or Teams Call to understand your current situation, frustrations, and what you're looking for in an IT partner. From there, we'll offer to conduct a non-invasive, confidential investigation of your network, backups, and cybersecurity setup.

We'll check for:

- Gaps in your current cyber defences
- Weaknesses in your backup and disaster recovery
- Potential exposure of login credentials on the dark web
- Outdated or underperforming hardware
- Any recurring issues that haven't been fully resolved

Once complete, we'll deliver a Report of Findings and a plain-English Network Health Score, along with a recommended Action Plan to tighten your security, improve performance, and help you sleep better at night. You don't need to inform your current I.T. provider if you'd prefer not to—we can quietly run this audit in the background to give you a truly objective, third-party perspective.



Why are we offering this for free?

Because we know most businesses don't realise where their vulnerabilities are until it's too late—and we want to help change that. After nearly two decades working with growth-focused businesses in the NT and regional QLD, we're confident we'll uncover preventable risks or inefficiencies in your systems. We often do.

Even if you don't move forward with BlueReef, you'll walk away with:

- A clearer understanding of your cyber risk exposure
- Answers to your current I.T. concerns
- A second opinion you can trust—without the tech talk
- Peace of mind

Your time investment?

Just 30 minutes for the initial call, and up to 1 hour for the follow-up meeting to walk through your results. That's it.

This is not a sales ambush. There's no pressure to buy anything. If we're a fit, great. If not, we'll part ways with zero obligation.

Let's keep it real.

Your business deserves better than guesswork when it comes to I.T. and cybersecurity. We're here to help you make informed decisions—and protect what matters most.

Ready to book your free checkup?

Call us on 08 8922 0000 or visit our website to get started.

Daniel Ladlow
Managing Director



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Read On To Hear What Our Clients Have To Say:

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BlueReef Have The Knowledge And Expertise To Get It Right The First Time

Streamlining our software and cloud services has been significantly beneficial in terms of productivity by creating access to shared documents immediately. Having one central source is also beneficial to our field engineers and keeps the Project running efficiently.

The IT Support we receive is extremely efficient and professional. Turnaround time for troubleshooting and solutions are virtually immediate, and all staff have access to support. BlueReef provide a prompt service for the delivery and setup of new equipment, even in remote locations.

BlueReef have great customer service. All calls and emails are answered, and turnaround time is well above what we've experienced with other companies. Being local, they understand the environment we work in and make our IT straightforward. We've recommended BlueReef to other firms and continue to do so. I would recommend having a conversation with them—that's how simple they make it!

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-Lisa Chapman

//

Very friendly and helpful above and beyond. Quick effective solving of my problem when others were unreliable and unhelpful.

//

-Fiona Douglas

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Read On To Hear What Our Clients Have To Say:

“

The single biggest benefit of using BlueReef Technology is they do what they say they are going to do. Period. An amazing concept!

With their support and the new Office 365, our technology is no longer a roadblock in our business.

If someone were on the fence about choosing BlueReef Technology as their IT firm, I say, get off the fence. BlueReef is giving us the support that other IT firms haven't.

That is a game changer in working with BlueReef Technology.

-Meegan Chandler

”

“

Amazing service from the team at BlueReef. Fast set up of all our IT/Communications needs as well as getting our business website for ShieldTech Locksmiths & Security up and running. Professional and reliable.

-Damien Carey

”

“

Always very professional and goes the extra mile to assist.

-Jeanette Green

”

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