

CAPABILITY STATEMENT

**TRUSTED IT  
EXPERTS**



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WHO WE ARE

# EXPERTS IN IT SOLUTIONS

With over 100 years of combined IT expertise, ITMA is a trusted partner in providing comprehensive IT management and consultancy services. Our approach is built on care, precision, and a relentless commitment to excellence. We deliver tailored solutions that address your unique business challenges, seamlessly integrating into your operations to ensure uninterrupted workflows and peace of mind.

Our team stays at the forefront of industry trends and best practices, offering innovative, leading edge solutions that empower your business to thrive. We take the time to deeply understand your needs, so you can trust us to provide fast, effective, and informed support—without the need to revisit the basics.

We proudly serve a diverse range of industries. Being native West Australian's, we have deep expertise in Mining, Resources, Energy, and Engineering. We also support the Not-for-Profit and Professional Services sectors. Across all fields, our mission remains the same: to deliver reliable and forward-thinking Technology Services that drive client success.

“

*At ITMA, we believe “good enough”  
is never enough. Your success fuels  
everything we do.*

## OUR VALUES



### LOVE WHAT YOU DO

At ITMA, we champion collaboration and shared learning, believing knowledge grows when exchanged. By fostering innovation and investing in our people, we empower teams and clients to navigate change with confidence and unlock new opportunities for success.



### PLAY AS A TEAM

Collaboration and knowledge sharing are the cornerstones of our approach. We believe in paying it forward—making decisions today that create lasting value for the future. ITMA thrives on collective success, fostering open communication and mutual support to achieve extraordinary outcomes together.



### ROCK SOLID

Built on a foundation of trust, reliability, and strong communication, ITMA is dedicated to delivering on promises and taking accountability when things don't go as planned. Our clients trust us for our unwavering consistency and transparency, ensuring every project is completed with integrity and excellence.



# MEET OUR LEADERSHIP TEAM



## JEFF BOWN

### Director / Co-Founder

As co-founder of ITMA, Jeff brings over 25 years of experience in IT infrastructure, networking, and cloud technology, complemented by deep industry knowledge in the mining and engineering sectors. His hands-on leadership and long-standing expertise have been instrumental in shaping ITMA's strategic direction and driving the company's success, particularly with clients in highly specialised fields. Jeff's commitment to excellence inspires the ITMA team to deliver secure, innovative, and tailored IT solutions that address the complex and evolving needs of our clients' operations.



## KATIE FUBBS

### General Manager

As General Manager, Katie brings a decade of experience at ITMA, developing a deep understanding of the organisation's operations. She excels in strategic planning, budgeting, process management, and team development, making her an invaluable asset to ITMA. Katie holds an MBA with distinction from Edith Cowan University, further enhancing her ability to drive strategic growth and operational excellence. Her commitment to fostering growth and streamlining processes underpins the ongoing success of both the team and the business.



## BRAD SCHULTZ

### Chief Technical Officer

As ITMA's Chief Technical Officer, Brad leads the Service Delivery and Project Teams with over 20 years of IT experience. His expertise spans systems administration, project management, IT strategy, solution design, risk management, and cybersecurity. Brad's leadership ensures ITMA provides reliable cutting-edge, secure, and dependable solutions customised to meet the unique requirements of every client, reinforcing the company's standing for technical expertise and client-centered service.

# NOT JUST ANY IT COMPANY

## We Go Deep

ITMA adopts a comprehensive approach with our clients, acting as an extension of their business. Our objective is to understand your company's vision, pinpoint your challenges, and identify any limitations you may be experiencing. This allows us to develop a customised solution that addresses your unique needs and is fit for purpose.

We recognise that every business faces its own set of obstacles, and by gaining a deeper understanding of your operations, your people, and future plans, we can effectively address these areas and provide solutions.

## Building Long-Term Value Through Aligned Partnerships

We understand that partnering with a Managed Service Provider is a significant commitment that requires careful consideration from both parties. We are dedicated to delivering sustainable, long-term IT solutions that drive value for your business.

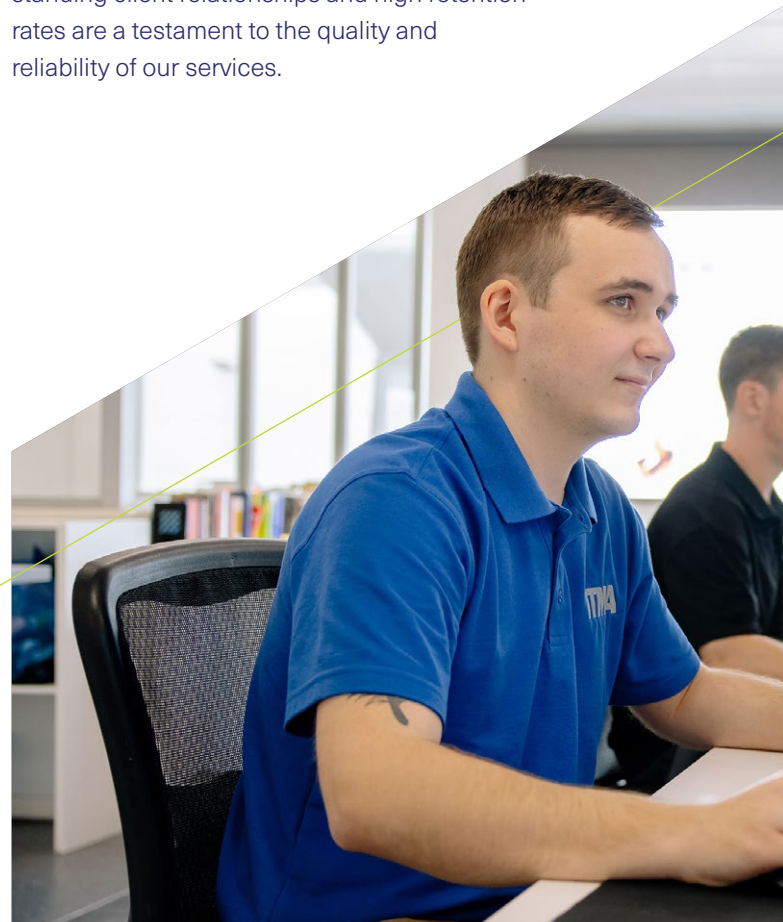
We are selective with the clients we work with, our focus is not break-fix arrangements, but rather on establishing meaningful partnerships with clients that value the role of IT in their success.

## Our Culture Leads Our Business

Our culture is the foundation of our success. With over 25 years in business, both our clients and our team members enjoy exceptional longevity—averaging more than 10 years with us. We foster a culture of integrity, transparency, and genuine care, which is reflected in every interaction.

At ITMA, we stand by every solution we recommend. Before any product or service is offered to our clients, it is rigorously tested in-house by our own team. We only advocate for technologies and solutions that we trust, use ourselves, and that genuinely meet our clients' needs. We never push unnecessary products or services—our focus is always on what will deliver the best value and results for your business.

Our ethical approach and commitment to building trust have enabled us to nurture lasting partnerships and deliver consistently outstanding results. Our long-standing client relationships and high retention rates are a testament to the quality and reliability of our services.



## Proactive, Not Reactive

We take a preventative approach to IT management, identifying and addressing potential issues before they impact your business. Our focus on prevention minimises downtime and keeps your operations running smoothly.



### Continuous Improvement & Innovation:

We are committed to staying ahead of the curve. Our team regularly undergoes training and certification to ensure we bring the latest best practices and innovations to your business.



### Comprehensive Security Focus:

Security is at the core of everything we do. From infrastructure to user training, we implement robust security measures and keep you informed about evolving ongoing threats.



### Scalable Solutions for Growth:

Our solutions are designed to grow with your business. Whether you're a small enterprise or a rapidly expanding organisation, we ensure your IT infrastructure can scale seamlessly.



### Transparent Communication:

We believe in clear, jargon-free communication. Our clients are kept informed every step of the way, with regular updates, straightforward reporting, and open channels for feedback.

# PRODUCTS & IT SERVICES

At ITMA, we specialise in delivering innovative, reliable, and tailored IT solutions.



## MANAGED IT SERVICES

Our Managed IT Services provide proactive monitoring, maintenance, and support to ensure smooth operations with rapid response and high-quality service.



## CYBER SECURITY

We implement cost effective advanced security measures to safeguard your systems, data, and operations, ensuring peace of mind in a rapidly changing digital landscape.



### IT SUPPORT

Reliable IT assistance to keep your business running smoothly.



### IT STRATEGY

Tailored plans to align your technology with business goals.



### SOFTWARE LICENCING

Hassle-free management to ensure compliance & efficiency.



### CYBER SECURITY PROTECTION

Advanced defences to protect your systems and data from evolving threats.

## SOLUTIONS DESIGN AND CONSULTING

Providing high quality, scalable and comprehensive IT solutions which align to your unique Business needs and objectives.



## CLOUD SOLUTIONS

From cloud migration to ongoing management, we help businesses embrace flexibility and efficiency while safeguarding their data and applications.



## SMB 1001

SMB1001 is an internationally recognised cybersecurity standard designed specifically for small and medium businesses. It provides a structured framework to implement essential security controls, strengthen security posture, and simplify compliance through a tiered certification model.



### BUSINESS CONTINUITY AND DISASTER RECOVERY

Proactive planning & fast recovery solutions.



### NETWORK MONITORING AND MAINTENANCE

Proactive care to optimise performance & prevent downtime.



### DATA BACKUPS AND RECOVERY

Secure, automated backups with rapid recovery to protect critical data.



### CYBER AWARENESS TRAINING

Empower your team with the knowledge to recognise and mitigate cyber threats.

# CYBER SECURITY DEFENCE IN DEPTH

MICROSOFT  
ONEDRIVE  
USER DATA  
PROTECTION

**datto**  
OFFICE 365  
BACKUP

**MICROSOFT  
365**

MICROSOFT  
DEFENDER  
ENDPOINT  
SECURITY

HUNTRESS  
OFFICE 365  
MANAGED  
DETECTION &  
RESPONSE

MICROSOFT  
INTUNE DEVICE  
POLICY  
MANAGEMENT

**USERS**

**WORKSTATIONS  
& SERVERS**

VULNERABILITY  
MANAGEMENT

**FORTINET**  
FORTIGATE  
FIREWALL  
Next Generation  
Unified Threat  
Management

MICROSOFT  
ENTRA IDENTITY  
PROTECTION

ENDPOINT  
MONITORING &  
MANAGEMENT

**datto**  
BACKUP &  
DISASTER  
RECOVERY

**cybercert**  
SMB1001  
**GOLD**  
LEVEL 3

**DNSFilter**  
INTERNET  
CONTENT  
SECURITY

**mimecast**  
SECURE EMAIL  
GATEWAY

BRAND  
PROTECTION

HUNTRESS  
ENDPOINT  
MANAGED  
DETECTION &  
RESPONSE

MICROSOFT  
AZURE ENHANCED  
SECURITY  
FRAMEWORK

**mimecast**  
USER SECURITY  
AWARENESS  
TRAINING



# AI



## AI IN BUSINESS: EXPLORE WHAT'S POSSIBLE, STAY SECURE, AND STAY AHEAD

### Curious about AI, but concerned about security?

With so many AI products and solutions on the market, it can be overwhelming to know where to start or how to make the right choices for your business. While AI offers exciting opportunities to automate tasks and gain new insights, it's essential to ensure your data and operations remain secure.

### Is your business AI ready?

Before embarking on your AI journey, it's important to understand your organisation's readiness and identify where AI can deliver the most value. ITMA helps businesses review their current environment, including security measures and access controls, to ensure any AI adoption is both effective and safe. We highlight high-impact opportunities and recommend the right AI tools to fit your needs.

### Don't overlook the need for tight AI policy!

Cyber Security Threats and Data Governance are at an all-time high. ITMA is collaborating with businesses that are integrating AI into their operations and assisting them in developing a comprehensive company policy to ensure the safe and effective use of AI tools within their organisation. We also support organisations with policy implementation and provide tailored security awareness training to ensure safe and effective AI adoption.

### Examples of small but impactful AI use cases.

 **PROPOSAL  
GENERATION**

 **IMAGE  
GENERATION**

 **ASSISTED  
REPORT WRITING**

 **AUTOMATED  
NOTETAKING**

 **DATA  
ANALYSIS**

 **MICROSOFT  
INTEGRATION**

# WA LIMESTONE: HOW A LEADING SUPPLIER OF CONSTRUCTION MATERIALS TRANSFORMED THEIR IT INFRASTRUCTURE



WA Limestone is a family-owned company that has been operating for over 50 years. As one of the leading suppliers of construction materials in Western Australia, they provide products and services for a wide range of projects, from roads and bridges to marine, and mining. With a fleet of over 100 trucks and batching plants across the state, WA Limestone needed a reliable and secure IT infrastructure to support their business operations and growth.



## THE CHALLENGE

**WA Limestone's existing IT infrastructure was outdated, vulnerable, and inefficient. They faced several challenges:**

- ✓ An aging server that could potentially be exploited by critical vulnerabilities.
- ✓ Non-standardised user management that resulted in shared usernames and passwords, excessive permissions, resulting in inability to audit users effectively.
- ✓ Critical business systems such as finance, hosted on aging hardware.
- ✓ Limited modern user account protections, such as multi-factor authentication, that increased the risk of account breaches.
- ✓ End-Of-Life operating systems resulting in missed security updates from Microsoft.
- ✓ Revise current remote access methods to ensure comprehensive network security without impeding performance.
- ✓ Create standardised inter site connectivity to allow improved secure communication and collaboration.
- ✓ Difficulty accessing and managing data across all sites.
- ✓ Reduced visibility and control over IT assets and resources.
- ✓ Reduce downtime and maintenance costs by increasing remote network management and monitoring.

These challenges not only posed significant risks to the business, but also prevented them from taking advantage of the latest technologies and innovations that could improve their productivity, efficiency, and customer service.



## THE SOLUTION

WA Limestone engaged ITMA to deliver a comprehensive IT infrastructure upgrade, providing a modern, efficient foundation to support ongoing business transformation and future growth. The project also aimed to boost operational efficiency and significantly enhance cybersecurity.

The project was managed in five phases, these included:

- ✓ **Phase 1:** Addressed internet-facing vulnerabilities by deploying new firewalls, VPNs, and secure remote access for staff.
- ✓ **Phase 2:** Deployed and integrated new Azure servers, migrated financial systems and data, and set up Remote Desktop Server.
- ✓ **Phase 3:** Consolidated user identities, centralised company data, and transitioned remote access to the new server.
- ✓ **Phase 4:** Migrated all computers to the new Active Directory domain, transitioned network drives and printing, and decommissioned the legacy server.
- ✓ **Phase 5:** Replaced legacy networking equipment at Bibra Lake, implemented a secure WiFi network, and decommissioned outdated IT hardware.



## THE RESULTS

The IT infrastructure upgrade was completed in four months with minimal disruption. Key benefits included:

- ✓ Improved security and reduced cyber risk.
- ✓ Enhanced system performance and reliability.
- ✓ Increased staff productivity with streamlined access.
- ✓ Lowered IT costs and complexity through centralisation and cloud adoption.
- ✓ Detailed IT asset reporting and management.
- ✓ Future-proofed infrastructure for ongoing growth.

WA Limestone was highly satisfied with the project outcome and ITMA's service, commending the team's professionalism, expertise, and dedication in delivering the project on time and on budget.

# ZONTA HOUSE: EMPOWERING A WOMEN'S REFUGE WITH A PURPOSE-BUILT IT INFRASTRUCTURE

Zonta House Refuge Association is a not-for-profit organisation with over 40 years of experience, dedicated to supporting women affected by family and domestic violence through person-centred, trauma-informed care.

In 2023, Zonta House was awarded a grant to develop a new, purpose-built facility to enhance their support services for women affected by family and domestic violence. As their trusted managed service provider for over nine years, ITMA played a pivotal role from the outset—providing detailed IT design and pricing to support the grant application. Following the successful funding outcome, ITMA was engaged to deliver a secure, modern, and scalable IT infrastructure that seamlessly integrated with Zonta's existing systems.



## THE CHALLENGE

**Zonta House faced a unique set of challenges as they prepared to build and move into a new facility:**

- ✓ Develop a comprehensive IT infrastructure plan to support new accommodation and office facility, to be incorporated into Zonta's existing systems.
- ✓ Limited internal IT resources to scope and estimate the technology requirements for a grant application.
- ✓ Varied and aging hardware across multiple sites.
- ✓ Provide a unified telephony and collaboration system across locations.
- ✓ Limited remote capabilities and issues accessing and sharing data across all sites.
- ✓ Setup secure, site wide WiFi and networking to support staff, residents, and visitors.
- ✓ Setup Teams enabled boardrooms and visitor sign in systems.



## THE SOLUTION

ITMA supported Zonta House from the earliest stages of the project, beginning with the preparation of a detailed technology proposal to support their successful Lotterywest grant application. Once the grant was awarded, ITMA delivered a full end-to-end solution, including:

- ✓ Develop a strategic IT proposal with costings and specifications.
- ✓ Design and install a secure network infrastructure (firewalls, switches, UPS) and seamless WiFi coverage.
- ✓ Upgrade the server at head office for improved reliability .
- ✓ Supply and configure laptops, kiosk workstations, docking stations, monitors, and an iPad for visitor sign-in.
- ✓ Migrate telephony to a new provider, deploy new handsets, and setup Microsoft Teams Rooms for professional conferencing.
- ✓ Implement backup software for Microsoft 365 to enhance data protection.



## THE RESULTS

The IT infrastructure refresh/remediation project was successfully completed in four months, with minimal disruption to the business operations and staff. The project delivered significant results and benefits to Zonta House, such as:

- ✓ Critical server vulnerabilities were eliminated and modern user protections were implemented.
- ✓ Improved system performance and reliability with upgraded hardware, operating systems, and connectivity.
- ✓ Greater staff productivity with flexible, streamlined access and secure user and data management processes.
- ✓ One cohesive telephony system across all sites, complimented by Teams enabled boardrooms for video conferencing.
- ✓ The new IT infrastructure enables easy adoption of new technologies and innovations, ensuring the business can adapt quickly as it grows.

# GREATLAND: COMPLEX IT CARVE OUT AND ENABLEMENT DURING MAJOR MINING ACQUISITION



Greatland (ASX:GGP) is a leading Australian Gold-Copper producer, acquiring the Telfer Gold-Copper Mine and Havieron Project from Newmont in a landmark deal. As Greatland transitioned to full ownership and operational control, a secure, reliable, and independent IT infrastructure became critical to support their business operations, growth, and strategic ambitions.



## THE CHALLENGE

**Greatland faced several IT challenges during the acquisition:**

- ✓ Carving out deeply integrated IT infrastructure and applications from Newmont's global systems, requiring complex migration plans and data separation.
- ✓ Tight deadlines to align with operational handover and minimising transitional services costs from Newmont.
- ✓ Supporting a newly appointed Head of IT to navigate complex technical and strategic decisions under tight timeframes.
- ✓ Ensuring the IT systems supporting mining, processing and business operations continued throughout the transition.
- ✓ Establishing secure, scalable IT Infrastructure to underpin future operations and growth.
- ✓ Compliance with Australian mining regulations and cybersecurity standards.

These posed risks to business continuity, operational efficiency, and cost control, making a smooth IT transition essential for Greatland's success.



## THE SOLUTION

To address these challenges, Greatland partnered with ITMA to deliver a comprehensive IT separation and enablement project. Post separation, ITMA was engaged to provide Managed IT Services supporting the ongoing operations at Telfer and the Havieron Feasibility Study. The project scope included:

- ✓ Perform IT due diligence and discovery prior to the transaction.
- ✓ Engage with a large sell-side IT teams to map critical infrastructure, applications, and data dependencies.
- ✓ Design and execute a phased transition plan to minimise downtime and risk.
- ✓ Coordinate with technology vendors to ensure compliance and licensing.
- ✓ Support the new Head of IT with strategic advice, design and documentation.
- ✓ Implement secure cloud and on-premises environments tailored to Greatland's needs.
- ✓ Work closely with Greatland's SAP partner to stand-up new infrastructure supporting S4/HANA ERP and SuccessFactors.



## GREATLAND

- ✓ Migrate critical business and mining/OT applications and operational data with integrity and security.
- ✓ Establish cybersecurity protocols and governance aligned with industry standards.

The project was managed in clear phases, each addressing specific challenges and delivering key outcomes for Greatland.



### THE RESULTS

The separation from Newmont was successfully completed in under 7 months, with minimal disruption to Greatland's operations and staff. Key results and benefits included:

- ✓ Minimal downtime during the transition, ensuring business operations were affected as little as possible.
- ✓ Modernised IT Infrastructure that was able to inter-operate with inherited legacy systems.
- ✓ Cost control by meeting the transition deadlines.
- ✓ Enhanced security and compliance, with robust cybersecurity measures and governance frameworks.
- ✓ Strong collaboration with Greatland's internal IT team to continue to support Greatland post separation.

In the first 12 months post-acquisition, Greatland went on to produce more than 335,000 oz of Gold at Telfer. This built significant cash reserves to assist Greatland in funding the future development of the Havieron project and support life extension opportunities at Telfer.

Greatland expressed their satisfaction with the outcome and our service, appreciating the professionalism, expertise, and dedication of our team throughout the project.



*ITMA were a trusted partner to Greatland during a period of significant change. Their team brought strong technical capability, a practical understanding of our operating environment, and a collaborative approach that helped stabilise and support our IT landscape as the business evolved. Their willingness to work closely with our internal team ensured continuity of service and a smooth transition as we built internal capability.*

**Kevin D'Sylva** | Head of IT, Greatland

## WHAT OUR CLIENTS ARE SAYING



*Como Engineers has partnered with Jeff Bown and the ITMA team for over a decade, navigating everything from office relocations and infrastructure refreshes to the setup of remote sites across Australia and Jakarta. Their proactive support, technical expertise, and ability to adapt to our evolving needs have made them an indispensable part of our operations and strategic planning.*

**Grant Blakeman** | Managing Director



*Our onboarding experience with ITMA was first rate —they were very responsive and didn't just resolve issues but worked to identify and eliminate root causes to prevent recurrence. Their expertise in tailoring IT solutions to support our business goals made the transition smooth and efficient, with end users consistently feeling supported throughout the process.*

**Cathie Edwards** | Operations Manager

## OUR VALUED PARTNERS



**mimecast**



**SONICWALL**



## GREATLAND

*ITMA has been a steadfast partner throughout Greatland's transformation—from early days as an exploration mining company to becoming the owner-operator of Telfer and Havieron following the acquisition from Newmont. Their outstanding day-to-day support, technical expertise, and responsiveness—including international travel during the acquisition and integration—ensured our technology platforms remained robust and secure, allowing us to focus confidently on operational integration and delivering on our growth ambitions.*

**Monique Connolly** | Chief Financial Officer



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**Hewlett Packard  
Enterprise**

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by Broadcom

**FORTINET**®

# INNOVATIVE AND RELIABLE IT SOLUTIONS



## OUR PURPOSE/MISSION

At ITMA, our purpose is to empower our clients to thrive by delivering dependable, forward-thinking technology solutions. We exist to help businesses achieve their goals through a unique blend of infrastructure expertise, strategic consulting, and a relentless focus on security. By staying ahead of industry trends and leveraging the latest technologies, we solve complex challenges and ensure seamless, secure operations. Our commitment is to be more than just a technology service provider—we are a trusted partner dedicated to creating lasting value and peace of mind.



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