

## OUR SOVEREIGN AUSTRALIAN CAPABILITY

*"Synergy Group is a sovereign Australian company that has been proudly serving Defence for over 20 years. ICT managed services that are responsive to new demand and can readily pivot to meet the strategic challenge is therefore front of mind for us. Providing a truly local alternative to the multi-nationals is a mark of our commitment to Defence's future capability needs."*

**Rob Kennedy**, Executive Chairman, Synergy Group Australia

**As a proudly Australian-owned entity, Synergy Group embraces the ideal that Australian industry supporting Defence is a national strategic asset, pivotal in developing and sustaining Defence's future force capabilities.**

Since our inception in 1999, Synergy Group has proudly forged collaborative partnerships with Defence, delivering a diverse array of services in support of the Department, the Australian people, and the Australian Government.

Our transformative journey has propelled Synergy Group from a local Subject Matter Expert to an impactful enterprise, delivering a comprehensive range of professional services. Our team has grown from 100 members to over 500, reinforcing this growth by investing in Australian employees, contractors, and service providers.

Based in Canberra with an expanding national presence, our connection to community includes local and regional economic contributions, through sports and philanthropic initiatives.

As a wholly sovereign Australian capability, we are committed to reinvesting in Australian businesses, families, and communities. Our dedication not only strengthens our community but also amplifies the impact of our collaboration with the Department of Defence and the Australian Government.

Under the Managed Services model, Synergy Group will provide a scalable and adaptable workforce which maximises Australia's industry input. This model encompasses our commitment to providing employment opportunities for First Nations peoples and Veterans. To support First Nations participation in ICT, we have partnered with recruitment specialists Kirra Services, and through Synergy Group's Next Steps program, in collaboration with Soldier On, we foster employment pathways for Veterans.

**SOLDIER  
ON**  
PLATINUM  
PLEDGE PARTNER

## ENGAGING WITH US

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## MANAGED SERVICES

DYNAMIC LEADERS IN ICT  
SOLUTIONS FOR DEFENCE



[www.synergygroup.net.au](http://www.synergygroup.net.au)



## MANAGED SERVICES

### Active Service Measurement Data-Driven Insights

Unlock the full potential of Defence's ICT operations with Synergy Group's **Managed Services** offering. Synergy Group's Managed Services offering is designed to empower Defence ICT operations with a comprehensive suite of integrated processes for reliable and maintainable ICT services. We understand the unique challenges and demands of the Defence environment, and our commitment to consistency and transparency is backed by rigorous governance and reporting methods.

From core application support, day-to-day operations, to complete ICT environment management, our expertise can meet your specific requirements. Synergy Group's Managed Services offering enhances integration within your technology stack, reinforcing service availability.

What sets Synergy Group apart is our dedication to active service measurement as a strategic initiative. Continual performance assessment ensures resource allocation aligns with your strategic and organisational interests and objectives. This data-driven approach empowers Defence to make well-informed decisions, resulting in improved responsiveness, reduced organisational risk and a clear organisational advantage.

## COMMON SERVICES

Synergy Group's approach to sustainment operations is built on established, repeatable processes, strengthened by our **Common Services** approach. This provides the foundation for our transformative Single, Multi, and Micro-Service approach, delivering flexibility, efficiency, and operational agility across multiple service providers.

Under our Common Services approach, Defence can leverage our **Governance, Cross-Functional Services** and **Technical Operations Support** services across multiple application capabilities, reducing organisational duplication and improving support coherency.

### Synergy Group's Multi-Modal Approach

- **Single-Service:** Tailored solutions managed by Synergy Group to meet your specific needs.

- **Multi-Service:** Integrated solutions seamlessly aligned with multiple service providers to enhance efficiency.
- **Micro-Service:** Modular service components that prioritise agility, enabling rapid adjustments and scaling in response to evolving digital demands.

This multi-model framework allows Defence to dynamically allocate resources and assemble and disassemble Managed Services to meet sustainment requirements. This enhances operational resilience while maintaining cost-effectiveness, adaptability, reliability, and sustainability in today's fast-paced strategic operating environment. Our adaptable framework allows Defence to smoothly navigate and leverage the most suitable model to optimise efficiency and achieve desired outcomes.

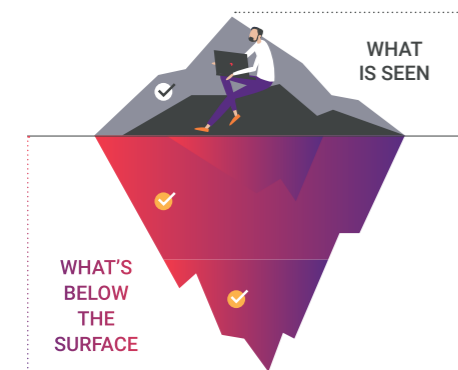
## VALUE FOR MONEY

At Synergy Group, our commitment to capability enablement and delivering Value for Money goes beyond the surface. Our Managed Services offering includes an end-to-end Financial Management approach which analyses every stage of a technology's lifecycle to deliver true cost-effectiveness.

We provide in-depth insights into the total cost of ownership, spanning from initiation to decommissioning. This comprehensive perspective provides Defence with the necessary information for strategic decision-making.

We actively seek opportunities for service improvement and cost reduction without compromising performance. Through resource optimisation and leveraging innovation, we ensure maximum value extraction while enabling dynamic reallocation of funding for priority activities.

By combining financial strategy with technical foresight, we equip Defence to thrive today and in an evolving strategic environment, where efficiency and flexibility propel success.



## STRATEGIC PARTNERSHIP

Our Strategic Partnership approach presents a compelling opportunity for collaboration with Defence, to attain operational excellence and realise strategic objectives.

By seamlessly integrating technology and expertise and consistently managing essential services, Synergy Group provides the necessary assurances to empower Defence to focus on strategic objectives and organisational imperatives.

Our holistic and standardised methodology, informed by expertise and tailored to Defence's dynamic needs, not only ensures ongoing resilience but provides Defence with the agility to adapt to an evolving strategic environment and changing business and functional requirements.

By embracing Synergy Group's Managed Services model, we empower our partners with a consistent, capability-focused approach, enabling Defence to achieve strategic and organisational objectives in support of the Australian Government and the Australian people.



**Realising Strategic Excellence  
for the Australian Government  
and People**