

Lanter

Technology together

CAPABILITY STATEMENT

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Contents

CAPABILITY & RESPONSIBILITY 5

OUR CORE CAPABILITIES 5
Managed IT Services 5
Cyber Security 5
Microsoft Cloud & Modern Workplace 5
Infrastructure & Networks 5
AI & Automation 5
Technology Strategy & Virtual CTO 5
Built for Australian SMEs 5

DEEP TECHNICAL EXPERTISE 6

Certifications across our technical team 6
Cyber security built into the service 7
Microsoft Solutions Partner 8

MORE THAN AN IT PARTNER 9

A senior relationship 9
Proactive rather than reactive 9
Straightforward advice 9
One team 10

A TECHNOLOGY PARTNER FOR THE NEXT STAGE OF YOUR BUSINESS 11

Why organisations choose Lanter 11

TECHNOLOGY TOGETHER 12

Lanter Technologies

Technology Together.

Technical expertise. Stronger security.
A technology partner you can rely on.

Technology has become fundamental to almost every part of running a business. The challenge is no longer simply keeping systems working. Businesses need technology that is **secure, reliable, well managed and continually improving.**

Lanter helps Australian small and medium businesses achieve this.

We combine deep technical capability across **Managed IT, Cyber Security, Microsoft Cloud, Infrastructure, AI and Automation** with a highly personalised approach to service.

Our role is straightforward: **take responsibility for technology, reduce complexity and risk, and help our clients make better technology decisions.**



We promise to be

authentic and caring,

to act with integrity and persue

quality in everything we do.



Pursing the perfect solution

This proposal provides a high-level overview of our proposed solution. We have included the ongoing monthly investment required to support your business.

Capability & responsibility

Lanter is an Australian-owned technology services company established in 2016. From our beginnings in Sydney, we have grown into a national managed services provider supporting organisations across Australia.

We support businesses that want more than reactive IT support. They want an experienced technology partner capable of managing their day-to-day environment while helping leadership plan for what comes next.

Our core capabilities

Managed IT Services

Proactive management, monitoring and support for users, devices, servers, applications and technology infrastructure, backed by an experienced Australian-based support team.

Cyber Security

Layered cyber security encompassing endpoint, identity, email, Microsoft 365, networks, backup, threat detection and response, together with 24x7 monitoring and security expertise.

Microsoft Cloud & Modern Workplace

Deep expertise across Microsoft 365 and Azure, including migrations, optimisation, identity, collaboration, SharePoint, Teams, Azure Virtual Desktop and cloud infrastructure.

Infrastructure & Networks

Design, implementation and management of business networks, Wi-Fi, firewalls, servers, cloud infrastructure and hybrid environments.

AI & Automation

Practical implementation of Microsoft Copilot, AI, automation and data solutions designed to improve productivity and business processes without requiring large-scale transformation projects.

Technology Strategy & Virtual CTO

Experienced senior technology leadership covering IT strategy, technology roadmaps, cyber security, risk, procurement, budgeting and continual improvement.

Built for Australian SMEs

The result is a technology capability normally associated with a significantly larger internal IT department, available through one accountable partner.
For CEOs and COOs, this means greater confidence that technology can support the organisation's objectives.
For CIOs and IT Managers, it provides access to specialist capability and additional capacity without having to build every competency internally.

Deep technical expertise

Good technology outcomes require more than a responsive help desk. Behind every Lanter client is a team with extensive hands-on experience across cloud, infrastructure, cyber security, modern workplace technologies, networking and complex IT environments.

Our technical capability spans technologies from leading vendors including:

- **Microsoft** – Microsoft 365, Azure, Entra ID, Intune, SharePoint, Teams, Power Platform, Copilot and related cloud technologies
- **Sophos** – endpoint, firewall, Managed Detection and Response and cyber security
- **Cisco, Aruba, Ubiquiti and other networking platforms**
- **VMware and virtual infrastructure**
- Backup, disaster recovery and business continuity platforms
- Security, identity, email protection and vulnerability-management technologies

Certifications across our technical team

Our team's professional certifications include qualifications across:

- Microsoft 365 Identity and Services
- Microsoft 365 Mobility and Security
- Microsoft Azure Administrator
- Microsoft Windows Server
- Microsoft Exchange
- Sophos Certified Architect
- Sophos Certified Engineer
- Sophos Certified Technician
- VMware VCP
- Cisco CCNA
- ITIL
- Automation technologies

Our philosophy is equally important: technology changes continuously, so our technical capability must evolve with it. We invest in training, certification, vendor relationships and practical experience to ensure our clients have access to current expertise.

Cyber security built into the service

Cyber security is not treated as a separate consideration after an IT solution has been designed.

Lanter is **ISO 27001 certified**, reflecting a structured approach to information security management.

Our cyber security capability includes:

- 24x7 threat monitoring and Managed Detection and Response
- Endpoint and network security
- Microsoft 365 and identity security
- Email security
- Vulnerability management and security reviews
- Backup and recovery
- Cyber security awareness
- Security roadmaps
- Essential Eight assessments and compliance support

For organisations with regulatory, insurance or governance requirements, we can help management understand their current security position and establish a practical roadmap for improvement.

Recognised capability

Independent credentials matter because choosing a technology partner requires trust.

Lanter's capabilities and growth have been recognised through industry certifications, partnerships and awards.

Microsoft Solutions Partner

Lanter holds Microsoft Solutions Partner status, supporting our expertise across Microsoft's cloud and modern workplace ecosystem.

Our Microsoft capability extends well beyond licensing and day-to-day support. Our engineers design, migrate, secure, manage and improve Microsoft environments, enabling our clients to make better use of the platforms they already own.

ISO 27001 Certified

Lanter has achieved ISO 27001 Information Security Management certification, an internationally recognised benchmark for establishing, maintaining and continually improving information security management practices.

This provides an important foundation for the way we protect our own organisation and manage technology and information security for our clients.

Sophos cyber security expertise

Lanter's cyber security practice includes extensive Sophos expertise and Sophos Platinum Partner status, supported by certified technical resources and access to Sophos security technologies and managed detection capabilities.

Industry recognition

Lanter's growth and service capability have also received independent industry recognition.

Lanter has been recognised in the techpartner.news Fast 50, including four appearances in the five years to 2025, recognising some of Australia's fastest-growing technology companies.

Lanter has also been recognised by Cloudtango's MSP Select, which evaluates managed technology providers for areas including technical excellence, innovation and customer satisfaction.

These achievements are important, but we see them primarily as validation of something more fundamental: clients continue to trust Lanter with an increasingly important part of their businesses

More than an IT partner

Technology works best when your technology partner understands your business.

That is why Lanter's approach starts with the organisation rather than the technology.

A senior relationship

Managed Services clients work with a dedicated **Technical Account Manager who acts as their Virtual CTO.**

Their job isn't simply to discuss outstanding tickets.

They develop an understanding of the organisation, its people, priorities, risks and plans so that technology decisions can be made in a broader business context.

This includes:

- Strategic advice and guidance
- A proactive IT Roadmap
- Cyber security planning
- AI and automation opportunities
- Budget and technology lifecycle planning
- Regular strategic reviews
- Analysis of incidents and recurring issues
- Identifying opportunities for improvement

Proactive rather than reactive

Traditional outsourced IT support can become transactional: something breaks, a ticket is logged and somebody fixes it.

We believe the better model is to reduce the number of problems in the first place. Our teams monitor and maintain environments proactively, identify emerging issues and continually look for opportunities to improve reliability, security and productivity.

Straightforward advice

Technology can become unnecessarily complicated.

We communicate in plain language, provide recommendations based on what is right for the business and aim to make technology decisions easier rather than harder.

We don't believe every problem requires a complex technology solution. Sometimes the right answer is to simplify an existing environment rather than introduce something new.

One team

Our strongest client relationships don't feel like a traditional customer/supplier arrangement.

Lanter works alongside management teams, internal IT staff and other specialist providers as **one team with shared objectives**.

When there is an issue, we take ownership.

When there is an opportunity to improve something, we raise it.
And when an organisation needs specialist expertise, our broader team is there to provide it.

A technology partner for the next stage of your business

As businesses grow, technology expectations change.

Systems need to remain reliable. Cyber risk needs to be actively managed. Employees expect better tools. Leaders need visibility over technology investment. And developments such as AI are creating both opportunities and new governance challenges.

Our role is to help clients manage these changes without unnecessary complexity.

Why organisations choose Lanter

Technical depth
Access to experienced specialists across Microsoft, cloud, infrastructure, networking, cyber security, AI and automation.

Security by design
ISO 27001 certification and a managed security capability designed around the changing cyber threat landscape.

Proactive management
Monitoring, maintenance, planning and continual improvement rather than waiting for problems to occur.

Senior strategic guidance
A Technical Account Manager and broader technical leadership team helping align technology decisions with business priorities.

Australian-based capability
A national team supporting organisations across Australia, with the ability to provide remote and onsite expertise.

Personal service
Real people who get to know your business, your technology environment and your team.

Technology together

Lanter was founded on a simple idea: **help Australian businesses get more from technology through practical advice, strong technical expertise and long-term partnerships.**

That remains the way we work today.

We don't simply want to manage your technology.

We want to become the technology partner your business can rely on as it grows.

Personalised Key Contacts

Rob Hunter
Managing Director

0411 245 288
1300 123 101

rob@lanter.com.au

Philip Scott
Commercial Director

0428 811 780
1300 123 101

philip@lanter.com.au



Available to help

Managed IT

- IT Service Desk
- Mobilised Workforce
- IT Project Management
- Virtual CIO
- Hardware & Software
- Planning, Setup & Relocations

Security & Resilience

- Managed Cyber Security
- Cyber Security Risk Assessment
- Security Training
- Data Security

Cloud Migrations

- Microsoft 365
- SharePoint
- Asure

Cloud Services

- Infrastructure
- Backups
- Data Recovery

Network Services

- Internet Solutions
- Telephone Systems
- Workplace Collaboration

IT Consulting

- Strategy & Planning
- Continuity Planning

Your goals are our goals

Lanter

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1300 123 101 +61 2 7900 9052
info@lanter.com.au **lanter.com.au**
Sydney Level 7, 35 Chandos St, St Leonards NSW 2065
Brisbane 17 Brereton St, South Brisbane QLD 4101
Perth Level 12, 197 St Georges terrace, Perth WA 6000