

CMTG

Our Services & How We Work

One relationship.
One team.
A complete view of your
technology environment.

CMTG.COM.AU



The CMTG Model

Most IT providers offer a list of services. CMTG offers a model

The distinction matters because a list of services tells you what a business can do. A model tells you how a business thinks, how it is structured around clients, and what the relationship looks like over time.

CMTG's model is built across three interconnected areas: managed IT services, sovereign cloud infrastructure, and strategic consulting. Together, these three areas cover the full breadth of what an organisation needs from its technology partner. Individually, each one stands on its own. There is no mandatory starting point and no pressure to engage all three at once. Clients come to CMTG for the service that is most relevant right now, and the rest is there when they need it.

What holds the model together is not the structure. It is the way CMTG works with every client: one relationship, one team, and one complete view of the technology environment. That holistic approach is what separates a CMTG engagement from a transactional IT arrangement, regardless of which part of the model a client starts with.

The Model at a Glance

One relationship, one team, and one complete view of the technology environment.

MANAGED IT SERVICES

Day-to-day IT management, proactive monitoring, Microsoft 365, endpoint protection, network and connectivity, and project delivery.

- NOC Monitoring and Proactive Maintenance
- IT Support and Service Desk
- Microsoft 365 Management
- Network and Connectivity
- Endpoint Protection
- Hardware and Procurement
- Project Delivery

CLOUD INFRASTRUCTURE

Sovereign, privately owned cloud infrastructure built in WA. Private and Public cloud hosting, Desktop as a Service, Disaster Recovery, Backup, and Cybersecurity. Available at any stage of the relationship

- Private and Public Cloud Hosting
- Desktop as a Service (GPU-backed, Citrix-powered)
- Disaster Recovery as a Service
- Backup as a Service
- Cybersecurity and SOC

STRATEGIC CONSULTING

Virtual CIO, IT roadmap planning, Essential Eight and compliance advisory, and Quarterly Business Reviews. Where CMTG becomes a genuine commercial partner rather than a technology vendor.

- Virtual CIO and IT Strategy
- IT Roadmap and Lifecycle Planning
- Essential Eight Advisory
- SMB1001 and ISO 27001 Support
- IRAP Assessment Support
- Quarterly Business Reviews

Managed IT Services

The managed services layer covers everything a business needs to run its technology day to day.

Proactive monitoring and maintenance via CMTG's Network Operations Centre. Microsoft 365 management, security hardening, and compliance. Endpoint protection and SOC integration. Network and connectivity management. Hardware procurement and project delivery. And a dedicated Technical Account Manager who owns the relationship personally and acts as an extension of the client's own team.

This is the layer where the majority of CMTG clients begin their relationship. Not because it is a starting rung on a ladder, but because for most organisations, getting IT running well and running securely is the most immediate priority. CMTG handles that completely, so the business can focus on what it actually does.

Our Technical Account Manager model is worth understanding specifically. Every CMTG client has a dedicated Technical Account Manager who is not a helpdesk contact or an account administrator. They are an engineer who knows the client's environment in depth, advocates for the client inside CMTG, runs the quarterly reviews, and brings recommendations proactively rather than waiting for problems to surface. Direct, expert access to someone who genuinely knows the business is not a premium option at CMTG. It is the standard.

1

IT SUPPORT

Proactive monitoring and1ncident management via our NOC. Patch management, system health, and early issue detection.

2

MICROSOFT 365

Licensing, tenant configuration, security hardening, Secure Score uplift, and cloud-to-cloud backup covering email, OneDrive, SharePoint, and Teams.

3

NETWORK AND CONNECTIVITY

SD-WAN, ZTNA, dark fibre, private tail circuits, and business-grade internet through CMTG's ISP partnerships.

4

ENDPOINT PROTECTION

Fortinet EDR and SOC integration, AI-powered antivirus, and CMTG Secure Mail.

5

HARDWARE AND PROCUREMENT

End-user devices, servers, and infrastructure. Local Perth stock including same-day supply for stocked items.

6

PROJECT DELIVERY

End-to-end design and implementation for infrastructure projects of any scale: migrations, upgrades, and transformation initiatives.

7

TECHNICAL ACCOUNT MANAGER

A dedicated engineer who owns the client relationship personally: quarterly reviews, proactive recommendations, and full environment accountability.

The Platform: Sovereign Cloud Infrastructure

Sitting underneath everything CMTG does is infrastructure that CMTG built and owns.

Two enterprise-grade data centres in Western Australia, connected by private dark fibre, running AMD EPYC compute, NVIDIA GPU acceleration, and IBM enterprise storage with application-aware immutability built in at the platform level.

This is what makes CMTG genuinely different from any comparable IT partner in the WA market. Not a configuration of rented hyperscaler capacity with a local badge on it. Infrastructure that CMTG owns, operates, and is directly accountable for, where every byte of client data stays in Western Australia under Australian law.

Some clients come to CMTG specifically for the platform. Others discover it as their requirements evolve. Either way, it is available at any point in the relationship, on its own or alongside the managed services layer, with no mandatory bundle and no minimum commitment beyond what the client actually needs.

1



PRIVATE CLOUD HOSTING

Dedicated compute, storage, and networking in CMTG's sovereign WA environment. Complete data isolation and consistent performance.

2



PUBLIC CLOUD HOSTING

Managed hosting on shared public cloud platforms. Scalable, consumption-based capacity for workloads that suit shared infrastructure, with CMTG managing it end to end.

3



DESKTOP AS A SERVICE

GPU-backed, Citrix-powered virtual desktops. Full workstation performance from any device, anywhere. Zero-trust access controls built in.

4



DISASTER RECOVERY AS A SERVICE

Automated failover between CMTG's two WA data centres over private dark fibre. Sub-1-hour RTO. Quarterly DR testing included.

5



BACKUP AS A SERVICE

Immutable, encrypted, application-aware backups via IBM Safeguarded Copy and Veeam. Air-gapped vaults. Near-zero recovery time.

6



GPU AND AI WORKLOADS

NVIDIA L4 and L40 GPU infrastructure for AI inference, machine learning, HPC, and compute-intensive virtual desktop environments.

7



HYBRID CLOUD INTEGRATION

Blending on-premises infrastructure, CMTG private cloud, and public or SaaS platforms including Microsoft 365 into a governed, managed environment.

8



COLOCATION

Rack space, power, and cooling within CMTG's data centre for organisations co-locating their own hardware in a sovereign, managed facility.

Strategic Consulting

The consulting layer is where CMTG becomes a genuine commercial partner rather than a technology vendor.

Virtual CIO services, IT roadmap and lifecycle planning, compliance framework advisory across Essential Eight, SMB1001, and ISO 27001, security framework reviews, IRAP assessment support, and Quarterly Business Reviews that are planning sessions rather than formalities.

The value here is not just the advice. It is the combination of strategic thinking and deep technical knowledge in the same conversation. CMTG's consulting engagements are led by people who understand the infrastructure at the platform level, manage environments day to day through the NOC, and also understand what compliance obligations mean in practice for the business. That combination is rare.

Some organisations engage the consulting layer from the start because they need a vCIO or are working toward a compliance milestone. Others bring it in once the managed services relationship is established and they want to make more deliberate decisions about where their technology is heading. The consulting layer scales to what is needed.

1



VIRTUAL CIO

IT strategy, roadmap development, lifecycle planning, budgeting, and governance. The strategic thinking of a senior technology executive without the overhead.

2



ESSENTIAL EIGHT ADVISORY

Assessment, gap analysis, and implementation guidance across the ACSC Essential Eight Maturity Model. Compliance evidence and ongoing uplift.

3



SMB1001 AND ISO 27001

Framework advisory, implementation support, and governance documentation for Australian SME security standards and international compliance.

4



IRAP ASSESSMENT SUPPORT

CMTG's sovereign platform has been through the IRAP assessment process ourselves, targeting Official: Protected status. We know what this journey actually involves because we have lived it, and we bring that firsthand experience to clients preparing for their own assessment.

5



QUARTERLY BUSINESS REVIEWS

Regular structured reviews of the technology environment: what has happened, what is coming, and what decisions need to be made. Planning, not reporting.

6



SECURITY FRAMEWORK REVIEWS

Independent review of the client's security posture against relevant frameworks and threat landscape. Practical, prioritised recommendations.

Why This Model Is Different

The way CMTG is structured is genuinely uncommon in the Australian IT market.

Most providers operate in one of two modes: broad-based managed services with no owned infrastructure, or specialist infrastructure with limited service wrap. CMTG operates across both, with each layer reinforcing the others.

The managed services layer is more capable because it is backed by owned infrastructure. When CMTG monitors a client environment and identifies a DR requirement, the platform is already there.

The platform is more trusted because it is managed by the same team running the client's day-to-day IT. There is no handoff between infrastructure and support. It is one team with full visibility.

The consulting layer is more grounded because it is led by people who understand the infrastructure at the technical level and have operational accountability for the environment. Strategy and execution sit in the same organisation.

That integration is the CMTG difference. Not any one layer in isolation, but the way all three connect around a single client relationship.

In Summary

CMTG's three-layer model is not a product catalogue. It is a description of how a serious technology partnership is built and sustained over time.

The managed services layer keeps the technology running. The platform keeps the data sovereign, secure, and recoverable. The consulting layer keeps the technology aligned to where the business is going.

Organisations can engage with one layer, two layers, or all three. The depth of the relationship is determined by what the business needs. The quality of the engagement is the same regardless of where it starts.