

Willyama
Services

Capability Statement



Willyama Services Pty Limited
Established in 2016, is an award
winning 100% Indigenous veteran
owned services company.



Purpose

The purpose of Willyama is to **'Make a Difference'**.

Vision

Our vision is to be Australia's largest 100% Indigenous veteran owned employer of underrepresented Indigenous and veterans.

Strategy

Our Strategy is to create employment opportunities by seeking service delivery engagements where we manage the delivery resources.



Willyama Services Business Units



Willyama has evolved. We now operate three separate business units.

Over the last eight years, Willyama has developed a hard-won reputation for delivering complex cybersecurity and IT solutions for Government and commercial clients across Managed Security Services, secure Supply Chain Management, Cybersecurity Assessments and Audits.



Microsoft buys their IT equipment from us!

We are Microsoft Australia's trusted partner providing 3,500 Microsoft staff with a concierge end user device supply and inventory management service. Buying IT from us creates Indigenous employment.

We go big!

We leveraged our team of Indigenous and veterans to provide the logistics management for the IT Asset and Disposal (ITAD) of the Defence PC refresh program across build, distribution and install of over 125,000 classified PC's to over 400 sites globally.

We provide solutions 'in house'.

We are a services provider and use our own staff to provide capability.

We are always looking to grow.

All Willyama Staff are encouraged to train where they can. We also have the privilege of offering the Willyama Cyber Traineeship Program, a national cyber traineeship program for those from non-IT backgrounds with an emphasis on Indigenous trainees.

Our broader IT services include

Procurement and Fulfilment Services

- Hardware, Licensing and Software products.
- Vendor and 3rd Party services.
- Flexible ordering, delivery and payment options.

Consulting Services

- Architecture and Design
- Implementation and Configuration.

Project Management Services

- Project Management Office.
- Project delivery and coordination.

IT Service Desk (Onshore)

- First and second-level IT Support services.
- OEM and reach-back for higher levels of support.

Recruitment Services

- Indigenous talent experts.
- Skills and capability mapping.
- Diverse employment options.

Training Services

- Technology and workplace training courses.





Willyama leads from the front.

Kieran the founder of Willyama is an Indigenous veteran who is also a Professor in Cybersecurity with over 30 years' experience in classified Defence and Government Information Management and IT systems.

Willyama is committed to National Cybersecurity!

Did you know Willyama provides the cybersecurity engagement, assessment, audit, uplift and management services to over 1700 businesses in the Defence Supply Chain? Staff include Indigenous, veterans and Indigenous veterans.

We provide services across sectors.

Willyama provides cybersecurity services across multiple sectors, including Federal and State Governments and commercial organisations.

We have the skills in-house.

Our team of IRAP Assessors, GRC experts, Cyber Auditors, supply chain security experts and Solution Architects have extensive experience helping clients achieve their security requirements across Federal and State Governments and commercial organisations.

Our cybersecurity services include

E8ML2 Compliant Environment

Managed Security Services

- Cloud, network and security architecture.
- Security Operations Centre services.

Essential 8 Services

- Defence Industry Security Program (DISP) Essential 8 readiness assessments.
- Tailored Microsoft Essential 8 compliant cloud 'Sovereign enclave' with VDI services.
- Essential 8 accelerator uplift program.

Vulnerability assessments and penetration testing

Governance, Risk and Compliance (GRC)

- IRAP assessments.
- IRAP preparation services.
- ISO 27001, NIST, CMMC, E8 ML2
- Compliant Environment reviews, uplift and assessments.

Security of Critical Infrastructure (SoCI)

- Supply Chain Security Services including Security of Critical Infrastructure (SoCI) assessments.

Training Services

- Corporate / Annual Cyber training programs.



A RAP is important, but what is next?

The WISE Indigenous Engagement Strategy (IES) assists businesses to not only meet or exceed RAP and other targets, including sourcing legitimate Indigenous owned businesses and supporting the development of sustainable Indigenous capabilities through our tailored Indigenous Engagement Strategy.

Ethical Art Sourcing.

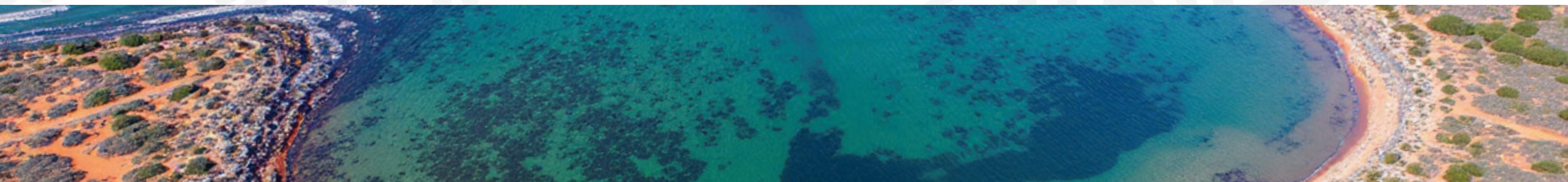
WISE engages directly with Indigenous artists, commissions and sources the artwork and licenses the art for reproduction ensuring the artist receives the revenue.

Indigenous owned services.

WISE works with wholly and/ or majority owned Indigenous businesses to provide cultural, artistic and creative services as well as full media production services.

Our services include

**Indigenous Business Validation,
Advisory & Engagement Services
Creative: Video, Animation, Branding,
Promotional Items & Apparel
Design: Graphic, Document & Web
Signage: Digital, Corporate, Vehicle
Printing: Digital, Wide Format, Offset
Cultural Competence (Short Courses)
Indigenous Staff Mentoring**





Achieving Outcomes Together, Making a Difference with Indigenous Partnership

Willyama Together is proud to be Australia's only Indigenous Atlassian Platinum Solutions Partner and a registered Supply Nation business.

Empowering Organisations Through Insight, Collaboration, and Indigenous Leadership

Our mission is to enhance team collaboration and provide leadership with clear insights into work systems, empowering organisations to achieve their goals. This mission is championed by Indigenous Adjunct Professor Kieran Hynes and Geoff Methner at Willyama Together.

Make a Difference

As an Indigenous-owned business, we are committed to creating social impact by fostering employment opportunities for Indigenous individuals in the technology sector. Partnering with Willyama Together not only enhances your operational capabilities but also contributes to your Reconciliation Action Plan (RAP) metrics by fostering meaningful Indigenous employment pathways.

Willyama Together Capabilities

Atlassian Licensing

Simplifies and streamlines the licensing process for clients, optimises the Atlassian software usage, and ensures clients have the right licenses in place to support their needs.

Cloud Migration

We simplify your migration to Atlassian Cloud by ensuring a secure, seamless transition with optimised performance, cost control, and regulatory compliance. Our service covers everything from app compatibility and custom integrations to leveraging the latest cloud-native features for long-term value.

Managed Services & Support for Atlassian Products

Our Advanced Support service delivers expert troubleshooting, incident management, and configuration assistance to ensure business continuity and rapid issue resolution. Our proactive monitoring and maintenance helps prevent downtime and maintain optimal performance across cloud and data centre environments. Our ongoing technical advice also empowers organisations to make informed decisions, optimise system efficiency, and maximise ROI.

IT & Enterprise Service Management (ITSM)

Our ITSM solution, built on the Atlassian Platform, streamlines internal and customer

support through a unified service portal. It enables standardised help desk requests, self-service via knowledge base articles, customised forms, delegated administration, and asset management. This supports IT, HR, Legal, Finance, Procurement etc and other business streams.

Atlassian Platforms

We tailor Atlassian configurations to align with your unique business processes. Offering setup, customisation, and ongoing environment management. Role-based training for admins and users ensures your team is equipped to get the most from your Atlassian tools.

Training Enablement & Proactive Support

We provide customised Atlassian training sessions and resources tailored to your environment, helping users build confidence and proficiency. This leads to improved tool adoption, greater satisfaction, and more effective use of Atlassian products across your organisation.

Our proactive support includes regular health checks and performance tuning to maintain system reliability and prevent issues before they arise. By applying best practice recommendations, we help ensure your Atlassian environment remains stable, efficient, and resilient.

Willyama Services Indigenous Support

Willyama is supporting an Indigenous ecosystem through strategic partnership with Communities to promote and advance Indigenous business. This is achieved through the successful Growth and delivery of services to our collective clients within the Government, Commercial and Not-for-Profit sectors.

We established the Indigenous Business Precinct (IBP), located in our Canberra Office, to provide Indigenous start-ups with a coworking space and access to financial, legal and marketing services, high speed internet and commercial grade meeting facilities and currently have 10 Indigenous businesses and organisations based at the IBP.



Willyama Services – Veteran Support

Willyama is supporting, empowering and assisting veterans in their transition to civilian life, by fostering a veteran-friendly workplace that recognises and values their unique skills and experiences

Through meaningful employment, education, mental health support, and community engagement, Willyama aims to honour and give back to those who have served our country selflessly. Willyama's Veteran Council collaborates through programs such as the Veteran Employment Program (VEP) and resources from the Department of Veterans' Affairs.

We aim to strengthen connections through website improvements and regional events, connecting veterans with supporting organisations.

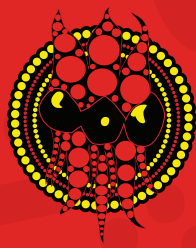




Willyama Services Locations



Our company has grown to 60+ people, spread across Australia. We currently have 10 Indigenous and veteran staff members, including two Indigenous veterans.



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FIND OUT MORE

Chat with our friendly staff
for more information

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