

themissinglink[®]
An Infosys company

The Missing Link

Infrastructure & Cloud



**Reliable.
Scalable.
Secure.**

Infrastructure & cloud
for modern business

Powering Australian businesses with future-ready IT & cloud solutions

At The Missing Link, we help you move faster with IT & Cloud solutions that scale with your ambitions. From desktop to data centre, we deliver reliable infrastructure that keeps your business productive and connected.

On-premise, private or public cloud - we deliver end-to-end solutions that keep your systems performing at their peak. And the future is accelerating: global technology spending is forecast to top US \$5 trillion in 2026, on track to pass US \$6 trillion by 2029, according to [Forrester](#).

Our certified engineers and partnerships with leading vendors take care of the ongoing management, so your team can focus on what they do best. Together, we help you build the IT foundation your business needs to thrive today - and tomorrow.

Now part of the global **Infosys** group, we bring the precision of local expertise with the scale of a global leader - giving you access to the world's best platforms, deep domain knowledge, and future-ready innovation.

Global IT spending is projected to hit \$5 trillion in 2026.

Three divisions. One partner. Complete confidence.

At The Missing Link, we bring together Cyber Security, IT & Cloud, and AI & Automation to power your business success. Whether you need to safeguard your data, optimise your infrastructure, or streamline your processes, our holistic approach ensures every element of your technology works in harmony.



Cyber Security

Protect your business with proactive, end-to-end security solutions tailored to your needs.



IT & Cloud

Build robust, flexible, and secure infrastructure to empower your modern workforce.



AI & Automation

Boost efficiency, reduce risk, and accelerate growth with cutting-edge automation and AI solutions.

Discover how our three divisions can transform your technology ecosystem.
Visit themissinglink.com.au



28+

Years of IT Innovation

Decades of expertise solving IT and security challenges.

98%

CSAT

Unmatched customer satisfaction, year after year.

1,500+

Positive reviews per year

Thousands of clients trust our service and expertise.

40+

Awards won

Recognising our leadership in innovation, growth, and technical excellence.

225+

Security assessments completed yearly

Helping businesses stay ahead of cyber threats.

200+

Highly skilled professionals

A growing team delivering expert solutions.

160+

Strategic partnerships

Collaborating with leading vendors to offer best-in-class technology.

1,400+

Certifications

held across 80+ different vendors and technologies.

&

Onshore team with global options

Local expertise, backed by Infosys - a global powerhouse.

Powering your business with smarter IT solutions

At The Missing Link, we deliver a full suite of IT services designed to empower your business. From Managed IT and Cloud Solutions to Networking, Hardware/Software, Backup, and Professional Consulting, our expertise ensures your technology drives efficiency, innovation, and security. Each service is tailored to meet your unique needs, whether you're streamlining operations, protecting critical data, or enabling a modern workplace. Explore our offerings and discover how we can help your business thrive in today's digital-first world.



Managed IT Services (SmartSERVICES)

The Missing Link's Managed IT Services keep your business running smoothly with proactive support, monitoring, and advanced security. Whether managing critical infrastructure, end-users, or both, we provide tailored solutions to suit your needs. Our certified engineers ensure fast response times, improved stability, and enhanced productivity while reducing downtime. From device management to private cloud optimisation, we handle it all, so you can focus on growth. Expect more from your IT provider with our near-perfect customer satisfaction score.

Services: [End User Management](#) | [Infrastructure Management](#) | [Service Desk](#) | [Patch Management](#) | [IT Support](#) | [Managed Networking](#) | [Cyber Security Managed Services](#) | [Staff Augmentation](#) | [IT Procurement](#)



Cloud Services

The Missing Link delivers comprehensive cloud solutions designed to drive efficiency, scalability, and security. Our offerings include SmartCLOUD (ISO27001 Certified), a private cloud hosted in Australian data centres, providing IaaS and PaaS with exceptional performance and reliability. We also offer Public Cloud for cost-effective scalability, Private Cloud for enhanced security and customisation, and Hybrid Cloud for seamless integration of on-premise and cloud systems. Let us design and manage the perfect cloud solution to meet your business needs.

Services: [SmartCLOUD](#) | [Hybrid Cloud Integration](#) | [Public Cloud Management](#) | [Cloud Migration Services](#) | [Cloud Backup and Disaster Recovery](#)



Connectivity & Communications

The Missing Link empowers your business with cutting-edge networking and communication solutions to keep your team connected and productive. From Unified Communications that integrate voice, video, and messaging, to Microsoft Teams Calling for a seamless communication experience, we streamline collaboration at every level.

Our offerings include high-quality video conferencing, secure internet solutions, and managed network services to ensure reliable, high-performance connectivity. We also provide wireless/WiFi site surveys to optimise performance, ensuring your business stays connected anywhere, anytime.

Services: [Managed Network Services](#) | [LAN/WLAN Design & Implementation](#) | [Unified Communications](#) | [Microsoft Teams Calling](#) | [Wireless/WiFi Site Surveys](#) | [Internet and Connectivity Solutions](#)



IT Procurement & Licensing

The Missing Link provides tailored hardware and software solutions to power your business operations. From sourcing and licensing to configuration and deployment, we simplify the entire process, ensuring you have the right tools for the job. Our partnerships with leading vendors guarantee access to the latest technology, whether you need secure devices, robust networking equipment, or scalable software solutions. Let us handle the complexities so you can focus on driving productivity and achieving your business goals.

Services: [Device-as-a-service](#) | [Data centre](#) | [Software-as-a-service](#) | [Networking](#) | [Storage](#) | [Servers](#) | [Hyper-Converged Infrastructure](#) | [End-User](#) | [Microsoft Licensing](#)



Backup & Disaster Recovery

Protect your business with our Backup & Recovery services, designed to safeguard critical data and ensure rapid recovery in times of need. Our ISO 27001-certified SmartPROTECT platform delivers ultra-fast, scalable, and secure Backup-as-a-Service (BaaS) using industry-leading Veeam and Pure Storage FlashBlade technologies. With comprehensive solutions ranging from reliable backups to cloud-based scalability and disaster recovery, we help minimise downtime and shield your business from hardware failures, accidental deletions, and ransomware threats, all backed by our expert support team.

Services: [SmartPROTECT](#) | [Disaster Recovery](#) | [Backup](#) | [Cloud Backup](#) | [Restore and Failover Testing](#) | [Customised Assessments](#) | [Product specific backup](#) | [Managed or Self-Managed Backup](#)



Modern Workplace

Transform how your teams work with a Modern Workplace that combines Microsoft 365 with the power of AI. At The Missing Link, we create scalable, secure environments that connect people, processes, and technology to deliver outcomes. Employees can collaborate across Word, Excel, PowerPoint, and Teams, while boosting productivity with Microsoft Copilot, Power Platform, and Windows 365 Cloud PCs. More than tools, the Modern Workplace enables people to think smarter, work faster, and stay engaged from anywhere. Our experts design secure workspaces that foster flexibility, protect your organisation with Zero Trust principles, and free teams to focus on innovation - helping your business stay creative, agile, and competitive in today's AI-driven, digital-first world.

Services: [Microsoft 365 Enablement](#) | [Windows 365 Cloud PCs](#) | [Device Management](#) | [Power Platform Integration](#) | [Remote and Hybrid Work Enablement](#) | [Microsoft Copilot Readiness](#)



IT Consulting & Advisory Services

Our Consulting Services provide expert guidance to help you harness technology, achieve strategic goals, and stay ahead in a competitive landscape. From IT strategy development to tailored technology roadmaps, we deliver actionable insights and solutions that align technology with your business vision. With expertise in cloud, infrastructure, cybersecurity, and modern workplace solutions, our consultants focus on scalability, innovation, and resilience. We help optimise IT operations, streamline processes, and future-proof your business to turn challenges into opportunities.

Services: [IT Strategy Development](#) | [Technology Roadmaps](#) | [Cloud Readiness and Infrastructure Assessments](#) | [IT Project Delivery and PMO Support](#)



Our approach

Infrastructure should drive your business forward, not hold it back. Our team helps you modernise, migrate or streamline with solutions that scale. With deep expertise, proven delivery and flexibility across on-prem, hybrid and cloud, we'll meet you where you are - and take you further.

1. Assess

We begin by mapping your current IT environment - from desktops to data centres. Through health checks, cloud readiness assessments, and IT strategy workshops, we uncover risks, bottlenecks and improvement opportunities. The result? A tailored roadmap aligned to your business goals, user needs, and budget.

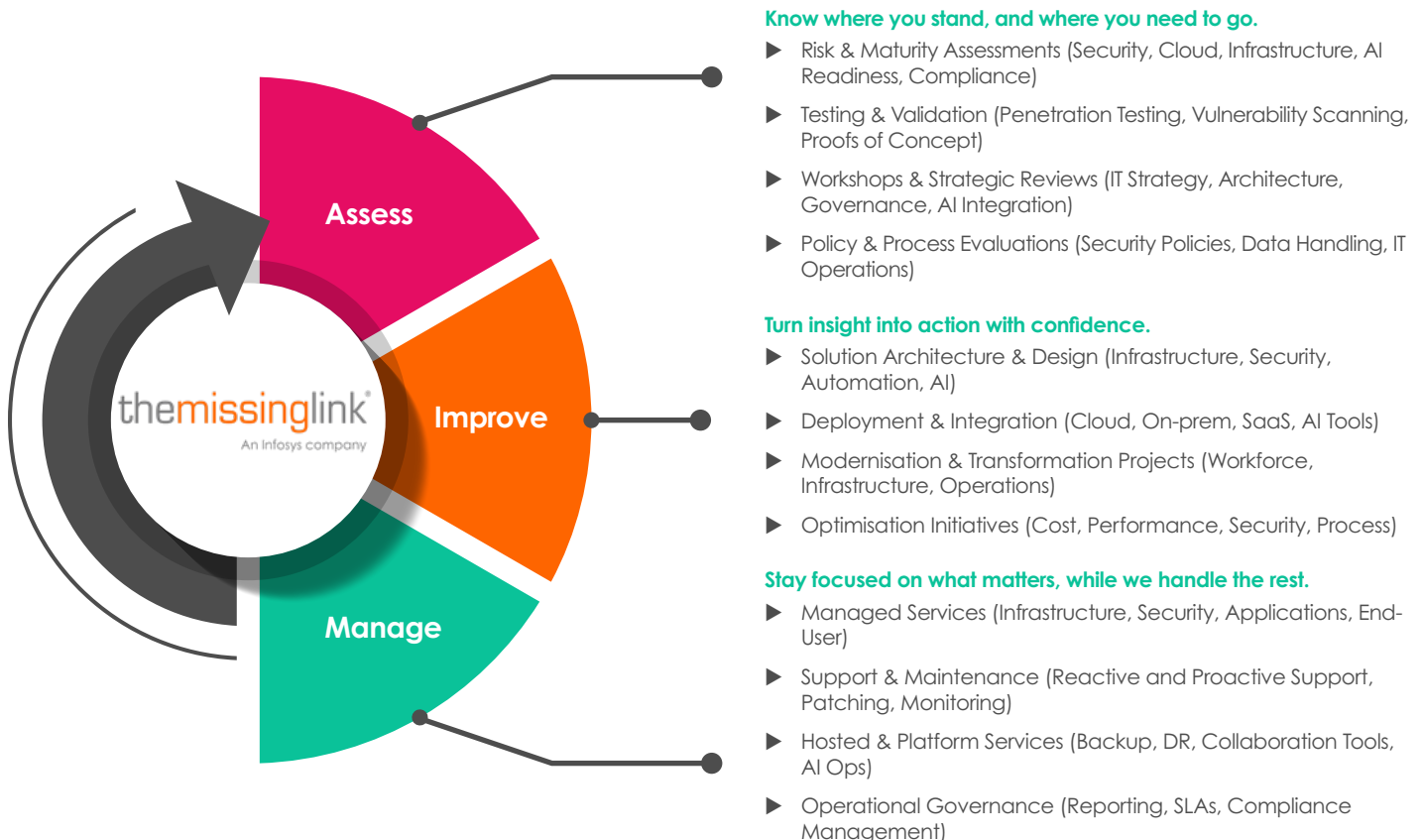
2. Improve

Whether it's migrating workloads, refreshing hardware, or rolling out Microsoft 365, we deliver solutions that balance performance, flexibility and cost. Our certified engineers design and implement scalable infrastructure, from cloud platforms and backup systems to modern workplace tools and secure connectivity.

3. Manage

Let us take the weight off. Our Managed IT Services give you peace of mind with proactive support, monitoring, patching, and device lifecycle management - all backed by CSAT scores near 100%. We keep your systems up to date and protected, so your team can focus on what matters most.

This isn't just about technology. It's about giving your business the stability, performance, and agility to grow – today and tomorrow.



Recognised excellence in IT

At The Missing Link, our awards and certifications reflect our unwavering commitment to excellence, innovation, and leadership in IT and Cyber Security. These accolades and accreditations demonstrate our ability to meet and exceed the highest global standards, providing your organisation with unmatched trust and confidence.

• Certified excellence: Delivering trust and confidence



ISO27001:2022 Certification: Demonstrating excellence in information security management and global compliance.



CVE Numbering Authority: One of only a handful in Australia, identifying and publishing critical zero-day vulnerabilities.



CREST-Certified Organisation: Adhering to globally recognised standards for ethical and professional security testing.



IRAP Assessor Certification: Trusted to deliver security assessments aligned with ASD standards for Australian Government agencies.



DISP Accreditation: Meeting stringent security requirements for handling Defence-related contracts and information.



Offensive Security Certifications (OSCP, OSCE, OSWE, OSEE): Advanced certifications ensuring industry-leading penetration testing expertise.

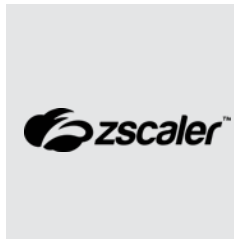


Trusted Government-Approved Supplier: As an approved supplier on key government panels, including NSW, QLD, and VIC ICT services, we deliver trusted, compliant IT solutions tailored to meet the needs of public sector organisations.

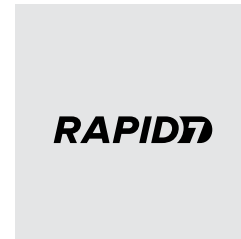
Proven performance, recognised by industry



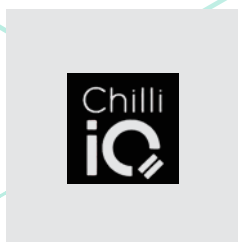
Cloudtango MSP
Select 2025 & 2024



2024 Zscaler
Growth Partner of
the Year



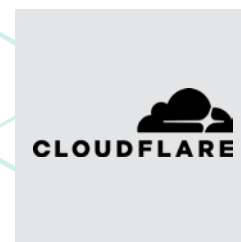
2024 Rapid7 APJ
Partner of the Year



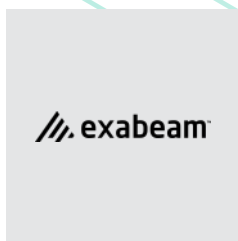
Lawtech
Supplier of the
Year 2024



ARN Partner
Innovation
Award SMB 2023



2023 Cloudflare
Rising Star



2023 Exabeam
MSSP/MDR Partner
of the Year



2023 Proofpoint Most
Valuable Partner of
the Year



2022 & 2023
Dell Medium
Business Top
Performer



2022 & 2023
Mimecast Partner
Champion Award:
Technical



CRN Fast 50
List 2018, 2019,
2020



ARN Channel
Choice Partner
2018, 2019 and
2020

For a full list of awards visit: www.themissinglink.com.au/our-awards

Vendor partnerships that power innovation

We collaborate with the world's leading technology vendors to bring you cutting-edge solutions that drive performance, security, and reliability. Our strong relationships with global leaders like Microsoft, CrowdStrike, Dell Technologies, and CyberArk ensure you get the latest innovations, endorsed by the vendors themselves, and tailored to your organisation's needs.

A direct line to expertise

Our partnerships are built on trust, expertise, and a shared commitment to excellence. These relationships give you access to the latest advancements in IT infrastructure, cloud, and cybersecurity - enabling flexible, scalable solutions that evolve with your business. With decades of experience and industry recognition, we bridge the gap between global technology and local implementation, delivering real-world value where it matters most.

Preferred partners



Abnormal, Airlock Digital, AppOmni, AWS, Carbon Black, Check Point, Checkmarx, Cisco, Cisco Meraki, Citrix, Cribl, Equinix, ExtraHop, Fortanix, Fortinet, Gathid, Group-IB, HCL Software, HP, Imperva, Juniper, Lenovo, Orca Security, Palo Alto, Peakhour, PureStorage, Qualys, Recorded Future, Securiti, Silverfort, Skykick, Sophos, UI Path, Varonis, Wiz, Zscaler

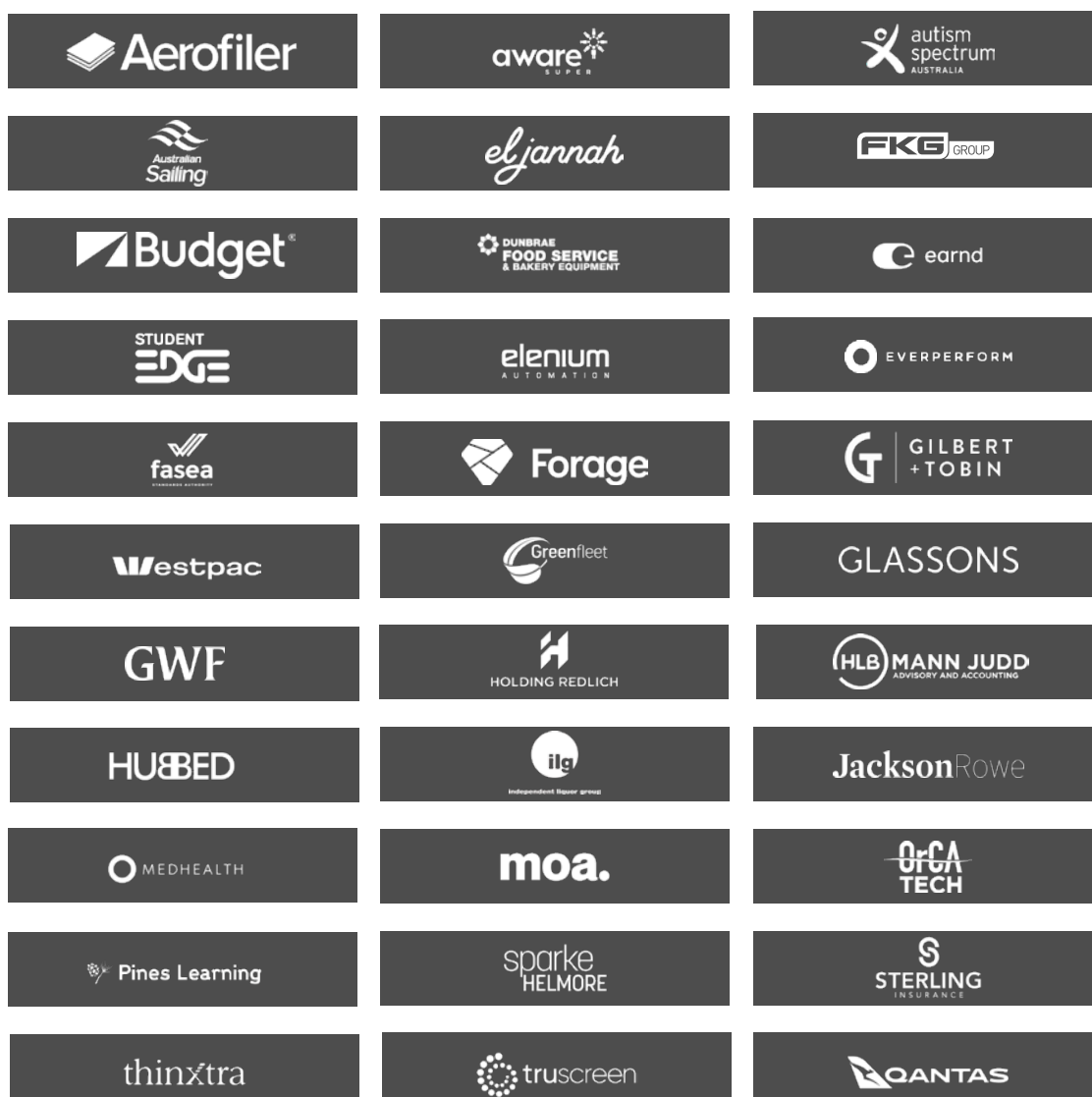
For a full list of partners visit: www.themissinglink.com.au/our-partners

Tailored solutions, trusted partnerships

With over 28 years of experience, The Missing Link has built lasting partnerships across industries, from government and banking to healthcare and education. Our deep industry knowledge allows us to deliver customised IT and Security solutions that meet the unique compliance and operational challenges of each sector.

Whether supporting large enterprises or SMBs, we provide the same premium level of service and expertise, ensuring every client operates securely, efficiently, and confidently. This commitment to tailored solutions and consistent quality has earned us the trust of businesses of all sizes, fostering long-term relationships and exceptional client satisfaction.

Explore what our clients have to say and see how our industry-leading solutions have transformed businesses like yours.



Don't just take our word for it.



"The Missing Link has been instrumental in transforming our IT infrastructure, providing the robust security and reliability we need to operate in niche or complex risks. Their proactive approach and tailored solutions have enabled us to focus on our core business, knowing that our IT environment is in safe hands."

Carla Estrella | IT Co-ordinator, Sterling Insurance



"We engaged The Missing Link to support us in establishing a solid security, infrastructure and support posture which was needed to enable our expansion plans. The direct approach The Missing Link had around the delivery of these services was impressive".

Tyler Mason | IT Manager, El Jannah



"The personalised attention and tailored solutions provided by The Missing Link have been invaluable to our organisation. They tailored strategies to our unique needs, optimising our IT infrastructure and streamlining our operations efficiently. Their proactive system management has pre-empted issues, saving time, money, and hassle."

Brett Williams | Chief Information Officer, Spectrum Medical Imaging



"We embarked on a critical journey of IT transformation with The Missing Link, and the results have been nothing short of remarkable. Their innovative solutions, from Microsoft Intune Deployment to SharePoint Online Migration, have not only modernised our infrastructure but significantly enhanced our security and operational efficiency."

Tristan Kontonis | Office Manager, DGT Costs Lawyers



"The Missing Link's IT consulting services has been invaluable to our firm. Their expertise in Microsoft 365 has helped us improve our communication and collaboration with our clients and staff, and their procurement services have helped us source all our hardware and software purchases needed to run the business."

Peter Holden | Head of Technology & Business Systems at Coleman Greig



"Our decision to engage with The Missing Link was driven by the importance to stay ahead of the curve and start getting the most out of tools like Copilot or ChatGPT. The Missing Link's demonstrated expertise in these areas was a key factor in our choice to have them facilitate our Beyond Tomorrow event AI and automation demonstration. Their guidance has been pivotal in ensuring that we are not just current but leading in our adoption of AI-powered solutions."

Charissa Brooks | AP+ General Manager Brand and Marketing

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Ready to transform your IT? Let's talk.

Discover how our tailored IT solutions can empower your business.
Contact us today to explore the possibilities.

Take the next step towards a more secure future.

themissinglink.com.au
1300 865 865
contactus@themissinglink.com.au

The Missing Link – Your IT journey starts here.

Infosys[®]
Navigate your next

Proudly part of Infosys. Locally delivered, globally backed.

The Missing Link is proud to be part of Infosys - a powerhouse in next-generation digital services and cyber defence. Together, we combine award-winning local expertise with global scale to deliver unrivalled Security and IT Services.