

Audience: Procurement, risk, and programme offices evaluating managed technology providers.

Purpose: Summarise Trucell's scope and operating model so reviewers can map services to tender clauses without relying on informal notes.

Organisation

- **Legal entity:** Trucell Pty Ltd (ABN 93 113 471 873), established 2005, headquartered in Parramatta NSW with Australian presence in Sydney and Melbourne.
- **Regional delivery:** Operations extend to New Zealand, the Philippines, and Chile, with service and support models sized to each market.
- **Scale (indicative):** 10,000+ endpoints under management; 50+ healthcare customer sites supported, alongside public sector, resources, education, professional services, and other regulated and distributed organisations.

What we deliver

Trucell designs, deploys, and operates technology as an accountable partner, not a catalog of one-off projects. Core delivery families include:

- **Managed IT and support** — Service desk, endpoint and server operations, monitoring, and change and incident management with clear ownership and escalation.
- **Security** — Managed security services, alignment to baseline controls (including ACSC Essential Eight), and integration with backup and identity where we run those lines.
- **Cloud and infrastructure** — Private and public cloud patterns, colocation, networking, and internet and WAN, with recovery and identity in the same delivery story where engaged.
- **Collaboration and productivity** — Microsoft 365 and Google Workspace programmes tied to identity, device management, and operational support.
- **Voice** — 3CX, Teams Phone, SIP and carrier integrations within QoS and operational scope customers expect from an MSP.
- **Healthcare and imaging** — PACS, RIS, modality ecosystems, diagnostic imaging workflows, and adjacent integration where we are engaged, with clinical and IT governance explicit.
- **Procurement** — Hardware and licensing sourced with lifecycle, documentation, and handover into managed run-state.

How we work with buyers

- **Single accountable thread** — One engagement model ties projects to run-state so procurement is not left reconciling separate quotes and support queues after go-live.
- **Evidence-oriented** — Quality and security management systems underpin how work is planned, recorded, and reviewed; customers use this for internal assurance and panel responses.
- **Sector-aware** — Industry pages and solution lines describe how delivery maps to sector risk (healthcare, government, resources, education, and others).

Limitations

This statement is a summary for evaluation. It does not replace contract terms, a formal proposal, or customer-specific risk assessment. Certification scope, geography, and service inclusions are

defined in current certificates, agreements, and statements of work.

Contact

For capability questions tied to a specific tender or panel, use the enquiry path on trucell.com.au so your request reaches the correct delivery owner.