

1. Company Overview

Accede Holdings Pty Ltd is a proudly South Australian-owned and operated technology consultancy and software engineering firm with over 30 years of continuous service.

We specialise in architecting, developing, and supporting custom software applications, complex system integrations, and modern database infrastructure. We bridge the gap between complex legacy systems and contemporary cloud technologies, enabling government agencies and growing enterprises to eliminate manual overhead, mitigate operational risk, and maintain complete sovereignty over their data.

For more than two decades, Accede has served as a trusted engineering partner to critical public sector bodies—including a 20+ year continuous engagement modernising and maintaining systems for SA Health.

Sovereign • Local • Senior-Led • Proven

2. Core Capabilities

Custom Application Development

- **Bespoke Web & Mobile Applications:** Cloud-native applications engineered for high performance, intuitive UI/UX, and accessibility across desktop, tablet, and mobile devices.
- **Workflow & Process Modernisation:** Re-engineering paper-based or fragile spreadsheet workflows into secure, role-based web portals (e.g., automated timesheets, rostering, project claims, and approvals).
- **Rapid Application Deployment:** Hybrid delivery combining robust custom development with agile low-code/no-code platforms to accelerate time-to-value while retaining architectural flexibility.

Systems Integration & API Engineering

- **Enterprise System Interoperability:** Connecting disparate ERP, HRIS, accounting, and operational systems to ensure single-source-of-truth data flow.
- **Healthcare & Clinical Protocol Integrations:** Proven expertise developing HL7 listeners and interface engines communicating with core hospital and patient administration systems.
- **Financial & Accounting Integration:** Certified development and API integration with platforms including MYOB, Xero, Sage, and Reckon.

- **Industrial & Hardware Telemetry:** Engineering middleware connecting field hardware (e.g., digital water meters, automated warehouse machinery, barcode scanners) directly to central management databases.

Database Architecture & Cloud Migration

- **Legacy Modernisation:** Safe, auditable extraction and migration of data out of legacy systems (e.g., Microsoft Access, on-premises SQL) into scalable cloud environments.
- **Database Design & Performance Tuning:** Database optimization, schema design, and administration across PostgreSQL, MySQL, and Microsoft SQL Server.
- **Sovereign Cloud Deployments:** Architecting resilient, compliant infrastructure deployed within onshore Australian availability zones (AWS Sydney/Melbourne).

Governance, Advisory & IT Consulting

- **Systems Architecture & Security Health Checks:** Comprehensive technical audits to identify security vulnerabilities, single points of failure, and scalability bottlenecks.
- **Disaster Recovery & Business Continuity:** Formulating and testing robust backup and failover architectures to guarantee data integrity and zero-downtime continuity.

3. What Sets Accede Apart (Key Differentiators)

1. **Direct Access to Senior Specialists:**

Unlike large multi-tiered consultancies that assign junior personnel following a sales pitch, Accede clients work directly with veteran software engineers and architects throughout the entire project lifecycle.

2. **20+ Years in Critical Government Environments:**

Our work with SA Health demonstrates our proven capability to comply with state cyber security frameworks, strict data privacy mandates, and rigorous audit standards.

3. **Open Architecture & Zero Vendor Lock-in:**

We believe clients should own their systems and data. We build using open APIs and standard database structures, preventing clients from getting trapped in restrictive, escalating per-seat software licensing models.

4. **Agile, Accountable Delivery:**

With our core engineering team located in Adelaide, we provide rapid, transparent communication, 2-week agile sprint reviews, and fast turnaround times without offshore latency.

4. Proven Track Record & Featured Case Studies

Case Study 1: SA Health (The Queen Elizabeth Hospital)

- **Sector:** Healthcare / State Government
- **Duration:** 2004 – Present (20+ Years)
- **Scope:** Long-term design, development, and Tier-3 maintenance of the hospital's Caterware and Dietetics management platform.
- **Key Deliverables:**
 - Engineered secure HL7 listener interfaces connecting the platform directly to the South Australian Patient Administration System (PAS).
 - Automated dietary record management, clinical meal ordering, and real-time allergen safety checks across hospital departments.
 - Continuous database modernisation within the secure SA Health network environment, ensuring 99.9% operational availability for critical patient care.
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Case Study 2: Tyrone Electrical Services

- **Sector:** Civil & Commercial Infrastructure
- **Duration:** 2019 – Present
- **Scope:** End-to-end digital transformation, cloud migration, and operational portal development.
- **Key Deliverables:**
 - Rebuilt legacy job tracking and payroll forecasting into an integrated, cloud-based web application.
 - Engineered automated overnight bidirectional data synchronization with MYOB.
 - Successfully migrated on-premises database assets to an enterprise AWS cloud architecture, providing real-time costing visibility for field managers.
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Case Study 3: Snowys Outdoors

- **Sector:** Retail, Logistics & E-Commerce
- **Duration:** 2017 – Present
- **Scope:** High-volume logistics automation, systems integration, and database management.
- **Key Deliverables:**
 - Engineered custom APIs and Node-RED automations connecting eCommerce order management with Australia Post, Aramex, OpenFreight, and Packsize automated packaging machinery.
 - Modernised legacy Access databases into high-throughput SQL environments, eliminating warehouse order fulfilment bottlenecks.

5. Technical Expertise & Technology Stack

Domain	Technologies & Frameworks
Front-End & UI/UX	React, Vue.js, Angular, Progressive Web Apps (PWA), HTML5/CSS3
Back-End & APIs	Node.js, Python, PHP, RESTful APIs, GraphQL, Microservices
Databases & Storage	PostgreSQL, Microsoft SQL Server, MySQL, S3-Compatible Object Storage
Cloud & DevOps	AWS (Amazon Web Services), Microsoft Azure, Docker, CI/CD Pipelines
Integration Protocols	Webhooks, SFTP, Node-RED, OAuth 2.0 / SAML 2.0
Target Platforms	MYOB, Xero, Dynamics 365, SharePoint / Microsoft Graph

6. Governance, Quality & Security

- **Quality Assurance:** Development lifecycle structured in alignment with **ISO 9001:2015** quality principles, featuring peer review protocols, automated unit testing, and rigorous staging/UAT sign-offs.
- **Information Security:** Controls and cloud environments designed in accordance with **ISO/IEC 27001** and Australian Cyber Security Centre (**ACSC**) **Essential Eight** mitigation strategies.
- **Data Sovereignty:** 100% Australian data hosting and engineering support. Client data remains strictly within Australian legal jurisdiction.
- **Environmental Sustainability:** Cloud-first, near-zero paper operating model aligned with **ISO 14001** principles.

7. Corporate Details

- **Legal Entity Name:** Accede Holdings Pty Ltd
- **ABN:** 21 080 995 464
- **ACN:** 080 995 464
- **Registered & Office Address:** 50 Mawson Lakes Blvd, Mawson Lakes SA 5095
- **Primary Contact:** Chris Chase

- **Direct Email:** chris@accede.com.au
- **Office Phone:** (08) 8363 5699
- **Website:** www.accede.com.au

Insurances & Compliance

- **Public & Products Liability:** QBE Insurance (\$5,000,000 — scalable to \$20,000,000 upon contract award)
- **Professional Indemnity:** QBE Insurance (\$1,000,000 — scalable to \$5,000,000 upon contract award)
- **Workers Compensation:** ReturnToWorkSA Registered (Active)