Managed Security Services

Customer: Uniting Communities

Industry: Not-For-Profit

Services: Security Operations Centre (SOC) as a Service

Challenges:

▷ Lack of 24x7 response capability

▷ Cyber Security falls outside the core skills of the IT team

▷ Limited Cyber Security budget

Outcome:

▷ Migration and transition to managed SOC service with 24x7 monitoring and alerting

▷ Ongoing cyber security partnership to allow IT team to focus on Uniting Communities' core business

▷ A right-sized solution without compromising security over budget

Uniting Communities

Uniting Communities is a not-for-profit (NFP) organisation providing a broad range of community and aged care services to over 80,000 South Australians each year.

The challenge

There was need for Uniting Communities to ensure their environment is protected from malicious attacks and their users' data secured.

Given the operational breadth of the organisation, Uniting Communities had a large attack surface of endpoints and users with limited cyber security maturity. As a non-profit, Uniting Communities had to balance spend on cyber security against core service delivery to the community. They needed guidance on the right-size solution that could be tailored to meet their specific needs, account for their unique cyber threat profile, and would balance cost with desired security outcomes.

Uniting Communities had an internal IT team with limited security expertise and needed a holistic Managed Security Service solution to support their operations.

The solution

CyberCX worked collaboratively with Uniting Communities to understand their requirements and defined a solution that met, and continues to meet, their evolving needs without compromising budget.

The solution had a strong focus on the key attack vectors which were the most relevant to Uniting Communities to:

▷ Prioritise alerting from the Microsoft Defender XDR suite in the Sentinel SIEM

▷ Ensure CyberCX analysts had a strong understanding of Uniting Communities' business context to best understand and triage alerts

▷ Ensure Uniting Communities customers' personal information is well protected

Since then, CyberCX has assisted Uniting Communities in:

▷ Implementing a SIEM capability, EDR tooling and an industry leading SOC service over the course of just four weeks

▷ Providing ongoing managed SOC service which monitors and responds at all hours

▷ Transfer and sharing of knowledge for ongoing smooth management of security operations

▷ Minimising its total Azure spend by focusing on high fidelity log sources

CyberCX's managed security service capabilities:

▷ Mature, innovative and proven service for Managed SOC Services

▷ Partnerships with industry-leading disruptive technologies

▷ Flexible onshore deployment options with considerations for data sovereignty

▷ Deep expertise in the Microsoft Security Ecosystem, including numerous Advanced Specialisations

The outcome

Uniting Communities was able to outsource security operations from its internal IT team to a dedicated, trusted SOC team and now receives 24x7 monitoring and alerting for its environment. This has enabled their internal ICT resources to focus on supporting the operations of Uniting Communities.

In addition, CyberCX has now operationalised preapproved Endpoint Detection and Response (EDR) scenarios, allowing it to act on Uniting Communities' behalf when threats are raised within the Defender suite to respond and remediate at any hour, dramatically improving Uniting Communities time to respond in a cyber security incident. This has provided assurance to Uniting Communities knowing that their environment is well protected around the clock and sensitive data is secured.

Uniting Communities continues to utilise CyberCX's managed services to ensure ongoing cyber resilience and security maturity.

"Knowing there is a team of specialists who look after our security operations gives us the confidence to carry out our day job and sleep peacefully at night."

**Craig Flanagan
Senior ICT Services Manager**

About CyberCX

CyberCX unites our the most trusted experts in delivering an unparallel, comprehensive end-to-end portfolio of cyber security services across the UK, US, Australia and New Zealand.

Contact us to find out how CyberCX can help you achieve your cyber security goals.

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CyberCX

Securing our communities