

# Managed Detection and Response

Customer: Relationships Australia  
Victoria

Industry: Not-For-Profit

Services: Endpoint protection

## Challenges:

- ▶ Improve security posture for endpoints
- ▶ Ensure hybrid working environments are secured
- ▶ Raise security awareness of employees

## Outcome:

- ▶ Implementation of an Endpoint Detection and Response (EDR) solution to mitigate cyber threats
- ▶ Turnkey managed EDR service commensurate with RAV's business risk appetite
- ▶ Deployment of Phriendly Phishing, a Security Awareness training solution



## Relationships Australia Victoria

Relationships Australia Victoria (RAV) has over 70 years' experience providing family and relationship support services across Melbourne and Victoria.

It is committed to providing safe, inclusive and accessible services for all members of the community, regardless of religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

## The challenge

Previously, RAV's endpoints were predominately thin clients. In response to the pandemic, this had shifted in the majority to laptops, with a resulting challenge to support and provide security for these devices.

RAV was looking to rapidly deploy an Endpoint Detection and Response (EDR) solution to all its endpoint fleet to reduce risks of surface attacks and continue to support a hybrid working model, which had been a significant shift away from their standard operating procedures.

RAV was looking for a trusted partner and cyber security specialist to assist in implementing and managing this EDR service.

## The solution

To deliver a Managed Detection and Response (MDR) service, CyberCX adopts an end-to-end security operations process for finding and managing security threats across the entire lifecycle.

CyberCX has developed a standard, repeatable and proven MDR implementation methodology that is characterised by the following:

- ▶ Utilises the CyberCX project and operations teams to condense implementation timeframes while simultaneously reducing project and integration risk
- ▶ Is separated into three distinct project streams. These phases are:
  - **Platform:** This focuses on the architectural design and technical implementation of the MDR Platform components.
  - **Security Policy:** This centres on the actual security policies, correlations, and alerts that are to be implemented. This includes an understanding of a client's security risks, information asset prioritisation, an analysis of the data sources, as well as the agreement of various standard and custom Use Cases required to implement a security policy baseline.
  - **Service Operation:** CyberCX and customer define, agree, and interlock on standard service management and Security Incident management processes to ensure the smooth operation of the service
- ▶ Fast time to initial Service Operations

CyberCX was able to deploy and successfully onboard the managed EDR service in less than seven business days at Relationships Australia Victoria.

## The outcome

All information assets are now protected and monitored through an MDR service and RAV have visibility of any threats and alerts to its endpoint fleet.

CyberCX's MDR service incorporates an embedded Digital Forensics & Incident Response capability. We provide our customers with unique insights into the local threat landscape, drawing upon our operational experience and relationships across industry, government and law enforcement agencies at both federal and state levels.

To further build its cyber resilience, RAV have since implemented Phriendly Phishing, a security awareness training platform. Correctly trained, staff can become one of the most effective shields against cyber threats to an organisation.

*"For Relationships Australia Victoria, CyberCX is a one-stop-shop. They are a trusted partner who we can rely on for advice and guidance on all security-related solutions."*

**Carl Beeston**  
General Manager IT

## About CyberCX

CyberCX unites our country's most trusted experts in delivering an unparalleled, comprehensive end-to-end portfolio of cyber security services across Australia and New Zealand.

Contact us to find out how CyberCX can boost the cyber security skills of your entire organisation.