CASE STUDY:

Job Centre
AUSTRALIA

Job Centre Australia Limited (JCAL)

Red Piranha

Background

Job Centre Australia Limited (JCAL) is a not-for-profit comunty-based organisation that has provided services to people with diabilties, through State and Federal Government funding for over 27 years. JCAL manages 32 sites across NSW and Queensland, with over 200 staff and servicing a client base of more than 2,500 people living with a disability. JCAL specialises in empowering people with disabilities, illness or health conditions to improve their daily lives and individual circumstances delivered through a range of training, support and employment opportunities.

Challenge

Targeting of the health sector by malicious actors has the potential to interfere with the supply of critical products and services to those in need, cause reputational and financial damage to health organisations and threaten the wellbeing of patients.

The health sector remains a valuable and vulnerable target for malicious cyber activity due to:

- highly sensitive personal data holdings
- valuable intellectual property on technology and research, such as those relating to COVID19 vaccine research and development
- the criticality of services delivered by the health sector
- pressure on health sector organisations to maintain and, if disrupted, rapidly restore business continuity
- public trust in health sector organisations, particularly those linked to Government services.

Understanding the extremely pervasive threat of cybercriminals targeting the health industries, JCAL sought to protect their assets and gain a better understanding of any potential corporate network vulnerabilities that may be visible from the internet.

Their existing environment required a complete review and subsequent testing to ensure its IT infrastructure and business applications were secure, and conformed to CIS v7.1 and ACSC ISM standards, and abided by all Australian Government regulations for privacy and compliance requirements like the HIRP Act, HPIP Act, Privacy Act and more.

Project Brief

JCAL selected Crystal Eye over other alternatives due to its ability to implement multiple layers of defence that created greater visibility and security awareness across the entire organisation.

Crystal Eye offered comprehensive reporting and features as part of the built-in GRC controls that meant JCAL and the board could:

- Quickly understand their organisation's security maturity from a centralised platform
- Establish which areas demand immediate improvements
- Keep business-critical documents and information safe by monitoring the activity of all devices accessing the corporate environment via VPN and SD-WAN connections
- Restrict the use of unapproved applications on corporate networks with Application Whitelisting (AWL), one of the Governments 'Essential 8' mitigation strategies
- Respond and remediate for any future attacks against, or breaches of the organisation

Being an Australian organisation with the ability to manage and support the deployment from the local Security Operations Centres (SOCs), was also a critical factor in JCAL's decision.

For JCAL, it was also encouraging that Red Piranha's fully integrated Managed Detection and Response security program is a standard inclusion with the licence subscription, as well as full device and configuration management from the central Orchestrate dashboard. This provides proactive monitoring and response from the highly advanced global threat intelligence coupled with human expertise from the Australian based 24/7 SOC teams.

Technology

- Vulnerability Assessment & Penetration Testing External Testing: (duration 3 months)
- CE Appliances:
  - 4 x Crystal Eye XDR Series 40
  - 2 x Crystal Eye XDR Series 50
  - 3 years Standard License

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Deployment

Red Piranha identified the need for a capable and knowledgeable Managed Service Provider (MSP) to provide day-to-day upkeep for JCAL's complex environment. The team sought the assistance of DigitalKit Solutions, who are a trusted and valued partner of Red Piranha. The coordinated approach entailed site surveys, technology reviews and detailed reconnaissance of connections from and to the main data centre, to JCAL headquarters, and to remote sites. The critical sites were identified for the centralised solution and Crystal Eye hardware was subsequently deployed to provide the full network map with a secure and stable environment in which to operate.
In order to maintain critical business operations, Red Piranha worked with JCAL to replace existing infrastructure at 4 sites and implement the Crystal Eye XDR hardware with additional back up appliances in a High Availability configuration at 2 sites to provide device redundancy.

Due to the complexity of the network, the Red Piranha team were required to integrate a considerable number of configurations, including secure connections via SD-WAN between 25 sites into the closed Data Centre environment, to ensure each of their assets were able to communicate in line with the enhanced security policy.

Solution

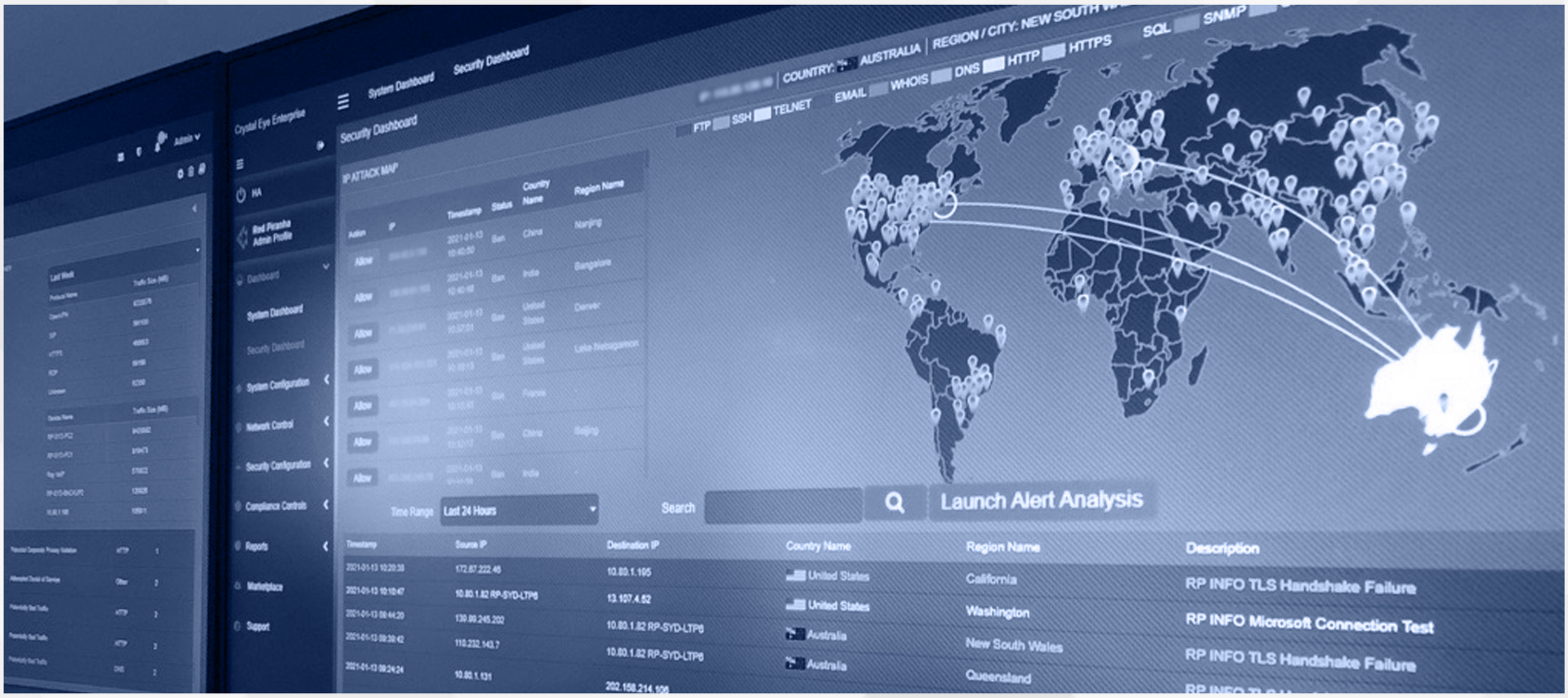
JCAL engaged Red Piranha for a complete Vulnerability Assessment and Penetration Testing service which led to identification and remediation of the gaps and vulnerabilities found.

JCAL deployed the Crystal Eye XDR solution at their sites across Australia giving them full network coverage, visibility, and security across all their branches and remote employees.

Through regular communication between the two companies, JCAL have achieved a higher degree of cybersecurity maturity, are better protected from malicious attacks, and are also poised to immediately detect and remediate any future attempts to breach their network.

Red Piranha are currently engaged to help JCAL in building the roadmap towards ISO 27001, and Right Fit For Risk certification, which is a Department of Education Skills and Employment mandate for all providers of employment skills training and disability employment services.

Deploying the Crystal Eye XDR solution has already helped JCAL in achieving heightened security outcomes, and furthermore, can greatly simplify the journey to certification utilising Red Piranha's integrated security resourcing and service packages. The Electronic Chief Information Security Officer (eCISO) service is designed to automate compliance processes through delivery of integrated risk management, active and regular reporting, as well as professional remote consultation which adheres to strict regulatory requirements.



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