

# FirstWave

## Seamless Migration of the Entire Email Content to the Cloud

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Discover How: Our security solutions helped one of Australia's largest government-owned retail providers become cloud ready.



CASE STUDY

# Key Highlights



Reduced internal maintenance of the legacy system



Improved visibility with a range of live and downloadable reports



Fast retrieval and investigations with trace-search capabilities



Role-based access model for authorised users only



24/7 managed service to handle incidents and changes



Centralised visibility through feed to the SIEM system



High availability with no single point of failure



Retention of email transaction history for 7 years and 6 months for searchable content

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## CASE STUDY

# Cloud Migration Overview

This case study reveals how FirstWave helped a renowned Australian retail provider to efficiently migrate its email content security to the cloud. The enterprise, wholly government-owned, transacts more than 12 million products across Australia every day. With the organisation focused on providing essential services to Australians throughout the country and globally, for them, security their email content is extremely important.

## Challenge

- The organisation needed to move its applications to the cloud to better focus on its core functions. This cloud migration was undertaken internally for both on-premises security infrastructure and applications to stop threats from reaching their organisation through various email channels from multiple sources.
- Such a legacy system required significant expense and resources. The security team therefore chose to migrate from their existing solution to a managed security service based in the cloud. Since there was a lot of sensitive data that was being shifted, the organisation needed an experienced accredited provider with the ability to meet intense security requirements and grow with the future ISM standards.



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CASE STUDY

# Security Solutions



## Solution

The project required migrating the service from the on-premises legacy solution to the new service with zero interruption to business operations. It also needed to include the decommission the current security devices in order to reduce the organisation's hardware footprint along with the carbon emissions. The solution was aimed at minimising incurred costs while driving the legacy system.

Additionally, the migration systematically adapted and enhanced the existing security policies and improved resilience to ensure a seamless migration to the cloud without any security risk.

As a result of the significant cloud transformation capabilities of Firstwave Cloud Security's consultants, this project successfully provided a revised and refreshed set of email security policies. These policies are not only auditable but also easily managed with minimal effort and maintenance.

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# CASE STUDY

## Results



### High Availability

The solution design eliminates any chance of a single point of failure – an important prerequisite considering the email volume the organisation receives.



### Increased Security Through Authorisation

The solution scans, filters and reports on threats including malware, viruses, phishing attacks, profanity and offensive material, and PAN data into a repository. Only authorised personnel may access the data using the customisable role-based access



### Optimal Personnel Utilisation

Additionally, the architecture significantly reduces the need to assign internal personnel resources that were maintaining the previous legacy solution. It also removed the need to have a dedicated resource assessing potential security breaches.



### Fulfilment of Standards and Protocols

The solution fulfils the organisation's Information Security Malware Protection Standards while accommodating their future ISM requirements, as the platform has the capability to be upgraded into an ISM accredited environment.

### Customisable

This solution demonstrates an ability to support all existing workloads with little or no impact on performance due to the platform's tailored adaptability.

### Enhanced Visibility

The essential security feeds are integrated into the customer's existing SIEM system along with added visibility enabled within the portal. This allows a holistic and centralised view of security events.

### Self-reliant Solution

The customised self-release application empowers end users of a potential breach via alerts to self-assess risks prior to opening an email.

# FirstWave

## Ready to level up?

If you need help with taking your cloud email security to the next level, please contact FirstWave and we will be more than happy to help assess your current situation and recommend a solution to help your business.

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# FirstWave

**Our passion is to create intelligent software that our service provider partners and customers love.**

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FirstWave is a publicly-listed, global technology company formed in 2004 in Sydney, Australia. FirstWave's globally unique CyberCision™ platform provides best-in-class cybersecurity technologies, enabling FirstWave's Partners, including some of the world's largest telcos and managed service providers (MSPs), to protect their customers from cyber-attacks, while rapidly growing cybersecurity services revenues at scale.

In January 2022, FirstWave acquired Opmantek Limited (Opmantek), a leading provider of enterprise-grade network management, automation and IT audit software, with 150,000 organisations using their software across 178 countries and enterprise clients including Microsoft, Telmex, Claro, NextLink and NASA.

Integrating CyberCision™ with Opmantek's flagship Network Management Information System (NMIS) and Open-Audit product enables FirstWave to provide a comprehensive end-to-end solution for network discovery, management and cybersecurity for its Partners globally.

With over 150,000 organisations now using FirstWave technology, we are well positioned to be a leader of transformational change in the IT Operations and Cybersecurity world.