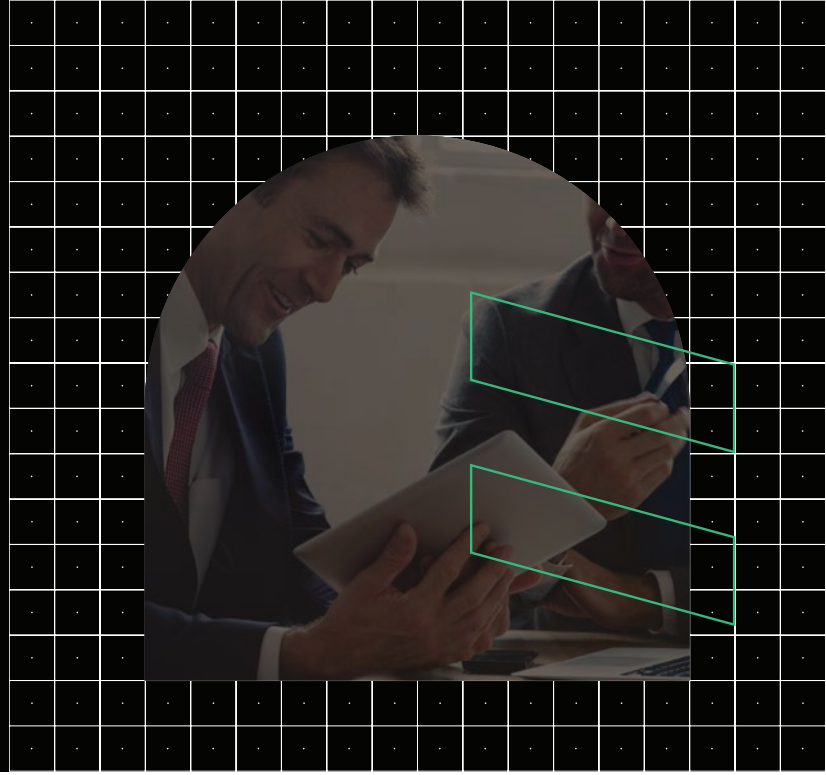**NEXON**

Nexon Provides I.T. Security and Scalability to CivicRisk Mutual

A complete network and security upgrade improve connectivity and risk management for the future of its members.

With cyber-attacks and data breaches on the rise, I.T. security is becoming increasingly more important and more complex. As a self-managed, self-funded risk management solutions company functioning solely for the benefit of its members, CivicRisk Mutual has addressed this very issue by reworking their I.T. infrastructure.

CivicRisk Mutual

Partnering with Nexon in August 2020, Nexon began their partnership exploring Lifesize, a video and audio-conferencing system. From there, Nexon and CivicRisk Mutual's partnership quickly grew as Nexon could see opportunities to provide additional services that would benefit the business and improve services for members.

CivicRisk Mutual already had a small outsourced I.T. environment who look after the organisation's day-to-day activity, but they required complementary services and infrastructure service improvements, all of which Nexon reviewed and provided recommendations towards to ensure CivicRisk's members had the comfort of premium security over their information.

The situation

CivicRisk Mutual, first established in 1988 in the early days of insurance pooling in NSW, started with six foundation councils from Western Sydney. Today, CivicRisk Mutual has a wider membership base incorporating councils representing the Sydney metropolitan, Illawarra and NSW regional areas with a combined value representing more than 20% of total local government and 30% of the population of NSW in 2020. At 24 members, CivicRisk Mutual has come far since its humble beginnings.

Describing themselves not as an insurance company nor an agency, CivicRisk are self-managed and self-funded for the benefit of its members.

The close-knit relationship CivicRisk Mutual has established with member councils means privacy and overall data security is imperative. Without this, data breaches and leakages are possible and sensitive information can be easily accessed.

With a need for improvements and tightening of I.T. security, the team at CivicRisk Mutual looked to Nexon to provide expert advice on how to help their clients remain secure. CivicRisk Mutual CEO Andrew Armitstead was also looking for IT services that would help them provide the best risk management membership services by migrating to new systems as seamlessly as possible with minimal to no disruptions to their team and their members.

The Solution

Nexon's expertise and proven track record provided assurance to CivicRisk Mutual that the organisation's security and reputation would be upheld throughout the entire project. If they were subject to a large data breach, the security of their member councils could be compromised and CivicRisk Mutual's reputation instantly diminished, which would mean the end of their business as they know it.

Nexon, with its vast experience in I.T. security, reviewed CivicRisk Mutual's existing environment through perimeter penetration testing, looking at entry points and establishing how secure the system was end-to-end. Disaster recovery sessions were conducted, to ensure CivicRisk Mutual were able to overcome all scenarios.

At a glance

Industry
Risk Management/Insurance

Business challenge
To complement CivicRisk Mutual's intranet and I.T. security services while strengthening the security measures in place for sensitive member information.

Solution
Provide a secure environment with strong network connectivity, perimeter and penetration testing, migrating all policy documents and required information both internally and externally to relevant intranet (Valo and Microsoft SharePoint) and extranet (Valo Entrance).

Outcome
CivicRisk Mutual were very happy with the outcome of this project and have subsequently established a strong relationship with the Nexon team based on trust and expertise. Nexon has provided CivicRisk Mutual with the peace of mind that their member's sensitive information is secure, enabling all 24 member councils to feel assured their data is protected.

With an expensive and ageing phone system in place at the time, Nexon moved CivicRisk Mutual to Microsoft Teams and Teams Voice, allowing more flexibility and the ease of ability to work remotely. Hardware, including headsets, were provided to ensure CivicRisk Mutual were using the latest in technology, but the biggest change came in the form of upgrading their intranet services.

Through Nexon's partnership with Valo, Nexon were able to implement a bespoke and integrated intranet service, using SharePoint environments, which allows CivicRisk Mutual to manage documents much more easily from anywhere, anytime.

The review and implementation of the new intranet services was completed so effectively with the team at CivicRisk Mutual enjoying the service, they have already booked Nexon in for another round of perimeter penetration testing with more expansions to occur in 2021 with a look at improving upon their extranet services.

With Nexon by their side, CivicRisk Mutual is able to safely and successfully build for future customer engagements with their members, helping them to gain a better way of working.

Nexon will be implementing Valo Entrance, rebuilding the existing hub for their member services.

The Benefits

The thorough perimeter penetration testing and implementation of the new intranet services has provided improved security, flexibility and scalability of their existing services. The team are now able to access their files safely and securely whether they're in the office, working from home or working remotely.

This also provides cost savings over time and unifies all services under one Microsoft platform, making it far easier to manage. From a security perspective, this also minimises entry points into the environment.

"The migration of these services was seamless. We didn't experience any setbacks and can already see how easy it is to collaborate with our team, even if we're not always in the office. Nexon has really put our mind at ease with the whole experience and shown we are in safe hands," said Mr Armitstead.

"We're looking forward to the great work we know they'll be doing this year, which we know will help improve the services we provide to our members and help grow our business."

> " We've established a strong partnership with Nexon, and the assurance provided by being an extended part of our team has been excellent. We were overly impressed with Nexon's approach and know that anything we need, they'll be able to help out.
>
> Andrew Armitstead,
> CivicRisk Mutual CEO

About Nexon

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions.

Our end-to-end solutions help clients to solve problems, address frictions and accelerate growth. Committed to the highest standards of responsiveness, competency and transparency, Nexon is built on a unique client care model that is fuelled by continuous feedback. With over 400 staff, we employ some of the country's most experienced consultants and empowers teams to make decisions that accelerate change for client organisations.

As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative solutions and service excellence.

We help our clients move from a position of overwhelm to empowerment, looking forward to a more agile and digital future.

To find out about Nexon, Call us at **1300 800 000**, email us at **enquiry@nexon.com.au**, or visit **nexon.com.au**

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