

# Empowering government resilience

How a Victorian agency fortified its cybersecurity with Nexon's dedicated Security Operations Center.



As a government agency specialising in government affairs and statutory authorities, safeguarding sensitive information and critical infrastructure is paramount. Recognising the critical importance of robust cybersecurity measures, the agency sought a trusted partner to fortify its defences against evolving cyber threats.

## Bridging the security gap with Nexon's expertise

"Before partnering with a security specialist, our team was struggling to maintain a secure environment. We lacked the necessary tools, we were spread thin, and had little clarity on effective processes. We needed a partner that could help bridge our gap, provide us confidence, and assurance around our security posture" said the ICT Manager at the Victorian agency.

The agency turned to Nexon, a specialist security services provider, to leverage its dedicated Security Operations Center (SOC) and access a team of highly trained and certified cybersecurity professionals.

Nexon's SOC offered the agency a comprehensive suite of security services, including:

- Aggregating data across the agency's environment to rapidly detect and investigate threats.
- Centralising threat detection and monitoring, enriching events insights and automating responses (SOAR)
- 24x7 Incident triage, analysis, investigation, and response

## Enhancing cybersecurity resilience

By partnering with Nexon, the Victorian agency was able to significantly enhance its cybersecurity resilience. Nexon's SOC provided the agency with 24/7 support, visibility, and response, ensuring that its critical systems and data were constantly

monitored and protected against evolving cyber threats.

"Nexon's specialist security services exceeded our expectations by offering more than just protection. With the addition of a dedicated Customer Success Manager (CSM), our experience transcended the ordinary. Having a direct line to our CSM ensures that our queries are promptly addressed. Behind the scenes, the engineering, SIEM, and people seamlessly supports our needs. From onboarding to ongoing support, Nexon ensures that our journey is not just month to month; it's about having a committed stakeholder who ensures accountability and excellence in service delivery" add the ICT Manager at the Victorian Agency.

The partnership with Nexon has empowered the agency to focus on its core mission, confident that its cybersecurity posture is in the hands of a trusted partner.

- **Comprehensive security solutions:** Nexon's Managed Security Operations Center (SOC) provided the agency with 24/7 x 365 support, ensuring that its critical systems and data were constantly monitored and protected against evolving cyber threats.
- **Access to expertise and capability:** The agency was able to leverage Nexon's team of skilled professionals to fill the gaps in its existing cybersecurity capabilities, ensuring robust defences against cyber threats.
- **Tailored engagement model:** Nexon's unique engagement model offered the agency personalised support, perfectly aligning with its specific requirements.
- **Enhanced operational efficiency:** By entrusting Nexon with its cybersecurity responsibilities, the agency was able to focus on its core functions without compromising security, optimising its overall operational efficiency.
- **Renewed partnership:** The agency's decision to renew its contract with Nexon for a second term underscored its confidence in Nexon's ability to safeguard its digital assets and mitigate cyber risks effectively.

## At a glance

### Industry

Government relations services

### Challenges

Lacking internal specialist security skills to respond at all hours to evolving digital threats.

### Solution

Managed Security Operations Center

### Benefits

- Access to specialist security expertise and specialisation
- Around the clock monitoring and response
- Enhanced threat intelligence from independent sources
- Continuous reporting on their security posture

The renewal of their existing security service was a testament to the partnership with Nexon, effectively managing:



**13,000+** security events triaged by humans.



ingesting **2.7 billion** logs and alerts



**500** endpoints monitored

The agency valued their security partner's commitment to delivering results, providing timely reports, and fostering excellent interaction and collaboration.

Secure your organisation with 24/7 SOC Services!

Call us at 1300 800 000, email us at [enquiry@nexon.com.au](mailto:enquiry@nexon.com.au) or visit [cybersecurity.nexon.com.au](https://cybersecurity.nexon.com.au)