



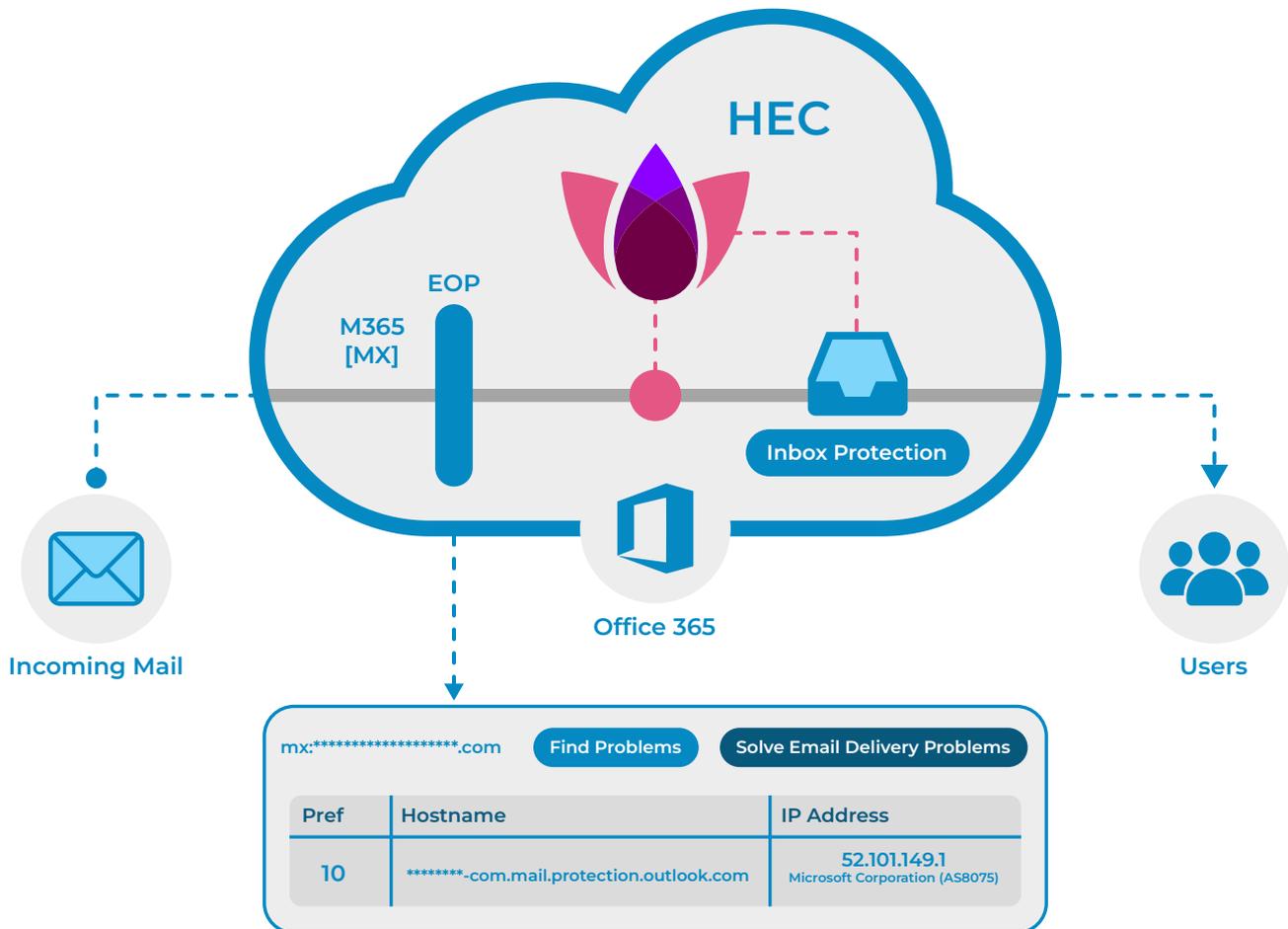
warramunda

Customer Story

Aged Care Provider- Victoria, AU

**Harmony Email and Collaboration Security Solution
M365 Integration**

Warramunda HEC Architecture



Client Details

A prominent aged care provider in Victoria, Australia, has been delivering vital care and support services to the community. Their offerings include community services, independent living units, and residential aged care, all grounded in a person-centered approach that upholds respect and dignity for every consumer.

- **Industry:** Aged Care
- **User Base:** 100+ staff and volunteers
- **Location:** Victoria, Australia.

Requirements and Challenges

Requirement

The client relied on Microsoft's default email security for their Office 365 environment, supporting over 100 staff and volunteers who depend on email to manage daily operations, including financial reviews, occupancy planning, and resource optimization. The IT infrastructure is managed internally, while monitoring services are outsourced to an MSSP.

Challenges

The existing Microsoft security solution offered limited protection. Recently, the organization suffered a phishing and impersonation attack that led to fraudulent invoice payments. Recognizing the need for a more robust, cloud-native email security solution with seamless API integration for Office 365 without major infrastructure changes the provider sought an advanced, easily deployable solution.

Outcome

The deployment of Check Point Harmony Email & Collaboration delivered a fully managed, scalable, and highly secure email environment. The client now benefits from:

- **Fast, API-in-line Email Security** for proactive attack prevention
- **Reduced operational costs** through streamlined, cloud-native management
- **Enhanced security and scalability** to adapt to evolving threats and organizational needs
- **Ongoing cybersecurity training** for staff, boosting overall resilience

iSecureX Solution

iSecureX partnered with the client to deliver a cutting-edge, cloud-native email security platform: Check Point Harmony Email & Collaboration (HEC). This API-in-line solution integrates seamlessly with Microsoft Office 365 and Azure AD, providing advanced detection and prevention of phishing, impersonation, malware, and business email compromise (BEC) attacks. Key features included:

- **Cloud-based API-Inline Protection:** Rapid deployment with minimal disruption.
- **Comprehensive Threat Prevention:** Anti-phishing, anti-impersonation, malware, and DLP controls.
- **Security Awareness Training:** Delivered via the HEC portal, enabling ongoing cybersecurity education and phishing simulations for key user groups.
- **24/7 Monitoring and Support:** Proactive event detection and triage via the Check Point Infinity portal, with first-line support from iSecureX and premium escalation to Check Point.

The implementation began with a Proof of Concept (PoC) in Detect Mode, allowing the system to learn user and email patterns without impacting operations. After a week of observation, anti-phishing and DLP policies were fine-tuned before switching to Prevent (In-Line) Mode for real-time threat blocking. Outbound DLP policies were also introduced to secure communications with payment providers.

Client Testimonial

"We are highly impressed with iSecureX. They took the time to understand our unique business needs and proposed the Check Point HEC system, collaborating closely with us to deliver a simple, effective, and modern email security solution tailored to our operations."

The robust security measures completely protect us against email threats, ensuring our data remains secure and compliant. The scalable, cloud-native Check Point HEC solution adapts to our evolving needs and, most importantly, prevents attacks and impersonations from fraudulent parties. We wholeheartedly recommend iSecureX as an innovative Check Point Email Security Solutions Provider."

CTO, Aged Care Provider

This case study demonstrates how iSecureX delivered a modern, cloud-native email security solution that addressed critical business challenges and significantly enhanced the client's security posture.