

# The Technology Security Driver

Managed Cyber Security Services designed to assure and protect

By

Network Overdrive

IT Powering Profits

Integral Connection Pty. Ltd. trading as Network Overdrive A.C.N 087 643 687 A.B.N 48 087 643 687  
Total I.T Solutions \* Performance \* Innovation \* Security \* Rapid Response \* Global Service Desk



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## How does technology drive business success and productivity?

Every business has Three Technology Drivers. They drive:

1. Your **Technology Performance** – how well the technology you use in your current operations supports your people to build your business.
2. Your **Technology Innovation** – your processes, capacity, and capability to improve and grow your business.
3. Your **Technology Security** processes that keep your systems and business secure and resilient.

Each Driver plays a critical role in your ongoing business success and affects every part of your business.

They're more important than ever before in a world where:

- Technological solutions are multiplying.
- Societal and environmental changes are rapid and disruptive.
- Cybercrime has become an organised global industry.

It can be tempting to think that a single technology provider or computer application can do everything – but today that is simply NOT possible. Operating on this assumption carries significant business risks – risks that could result in dangerous, expensive, and potentially terminal business consequences.

To ensure that your foundations are strong, it's essential that you understand the **Three Technology Drivers of Business Success** and evaluate each one independently.

You could find that you are:

- Underinvesting in high-performance IT support.
- Overfocusing on Innovation.
- Misspending on cybersecurity.

All are equally damaging to sustained business success. An imbalance in any direction will weaken your business foundations, reduce your business productivity, increase your business costs, and threaten your business' future.

## Get the balance right and you get digital transformation (instead of digital chaos).

Profitable digital transformation is possible – and much less stressful than daily digital chaos. It requires balance. To maintain a productive equilibrium, you need to know how to identify which of your Technology Drivers are out of balance and how to engineer each one to create the foundations for business success. You will be able to decide how to balance them and whether you need to invest in internal resources, consulting services, external partners, or applications to increase your productivity, security, and business results.

That's why we've written this whitepaper – to help you understand how technology can drive your business' success to new heights.

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## 1. Security

The best businesses can be compromised overnight if their Technology Security isn't up to scratch.

Every business of any size depends on technology. So - more than ever before - every business is at risk from technology. Cybercrime has become a global industry and is sometimes sponsored by rogue governments.

Just imagine how much further you could go, who you could reach, and what new heights you could get to if you knew for sure that your technology was fully secured – and you could prove that to the world?

If you do not have rigorous, tightly managed cybersecurity processes and high levels of backup and recovery services, then your business operations are not secure. Your years of hard work could be gone overnight. If your security and recovery processes are not documented and validated, then you will not be able to assure anyone (including yourself) that your business is resilient in the face of disaster.

No one can guarantee that your business will be 100% safe, but if you have a multi-layered risk-based cybersecurity and data protection regime, then you know your business will be prepared and resilient when dealing with everything from ransomware attacks to customer security audits.

Technology protection is critical to safeguard your business from the myriad of ways that criminals can steal and extort money from you. It is critical that your protection includes strategies to prevent data loss.

You need to be protecting your computer systems and networks from information disclosure, data theft, and ransomware damage, as well as the disruption or misdirection of the services they provide.

If you plan to do business with big organisations, you may also need assistance in proving your compliance to high security standards and meeting government, corporate and customer's requirements.

Quality security that will drive your business forward despite 21<sup>st</sup> century threats and challenges, should include both Protection and Assurance.

You need to **protect** your business, staff, customers and suppliers with quality **Cybersecurity and Recovery**, and you need to prove your protection to **assure** your best customers, authorities, and community that they are being looked after.

### 1.1. How do you know if you have the right Digital Security?

If you have the right Security, you'll have an expert team who are protecting your back and working hard to reduce the number of cyber threats and data loss / corruption events impacting your business.

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**If you are enjoying the benefits of Security systems, then you have:**

- Confidence that you **will** achieve your business goals - despite encountering threats along the way.
- Reduced cyber insurance premiums delivered by effective, assured security practices and response plans.
- More extensive business opportunities, because you can prove to large customers that your protection is up to their standards.
- Pride in knowing you are doing the right thing to protect your customers and your staff.
- Increased customer loyalty because your customers know you're looking after their data the way they want and providing evidence of your care.
- Affordable cybersecurity which leaves you money for technology improvement - instead of restricting your ability.
- Confidence - based on evidence - that your data is protected and can be restored in a time frame that will not harm your business.
- Knowledgeable and safety aware staff.
- Pride to have a robust and tested incident response plan with a team that can execute it when the time comes.
- Back-up copies of ALL the data that drives your operations.

## 1.2. How do you know if your Digital Security is inadequate?

**You have inadequate Digital Security for your business if you have:**

- Inclination to avoid the subject of cybersecurity.
- Tendency to procrastinate reviewing your protection levels.
- Fear your business will end if you must tell your customers that you have been hacked.
- Rapidly rising cyber insurance premiums.
- Cyber security tools that don't monitor activity inside your network to ensure bad actors aren't cataloguing your valuables or stealing your data.
- Cybersecurity tools that don't give you current, actual attack information and protective action suggestions - just endless, generalised threat warnings.
- No tested plans for recovering from a ransomware attack.
- Generalised assurances from a security provider who keeps telling you not to worry - but doesn't tell you why you're safe.
- Lack of conducted testing to ensure your backups work to restore your operations within a reasonable time frame.
- Lack of monitoring of the full range of smart devices working in your business.
- Staff who have little understanding or interest in good business security practices.

## 1.3. How is Digital Security that Protects and Assures your business engineered?

**Your Digital Security will only be able to protect and assure your business if it delivers:**

- A risk-based and reputable approach to your security needs.
- Data Governance services including:
  - a. Aligning your business with Industry and Government best-practice standards such as essential eight and NIST.
  - b. Reviewing and applying appropriate controls around customer and employee data privacy.
  - c. Arranging appropriate Cyber Insurance Cover.
- A Managed Detection and Response system including vulnerability and patching.
- Recovery from either malicious or unintentional data corruption in a time frame you need.

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- Visible (and therefore understandable) indicators that your security is at the level required by the Government, your customers, your employees, and yourself.
- Participation in Collective Defence agreements to reduce your risks and your recovery costs.

**Best-practice digital security will have:**

- A security operations centre (SOC) with the three dimensions of best practice cybersecurity:
  - a. Security information and event management (SIEM) and User and Entity Behaviour Analytics (UEBA).
  - b. Endpoint detection and response (EDR) – which is about carefully monitoring activity on your organisation's user devices (endpoints).
  - c. Network detection and response (NDR) – which is about analysing your network traffic to detect suspicious activity.

#### 1.4. A quick checklist to evaluate your current Digital Security:

1. You have an industry best practice portfolio **of protection and detection tools**, including SIEM, UEBA, EDR and NDR - not just a firewall and some virus protection.
2. You are actively protected by a **collaborative defence alliance**, with access to actual attack intelligence in close-to-real-time - along with collaborative problem-solving tools.
3. You have **monitoring and protection of all your devices** - not just computers, but everything from your smart TV to your tablets and payment devices.
4. You have a comprehensive **backup and recovery** process and plans to **test** and **validate regularly**.
5. You have access to capabilities to **assure and verify** your protection.

## 2. Next Steps

So now you know how to balance the Technology Drivers. With this knowledge, you're now able to consider questions like:

- What can we effectively do in house?
- Are the services we currently purchase fit-for-purpose in the 2020s?
- Where are there gaps that we need to fill so we can grow our business?

You also have some tools to evaluate what you're being offered in the marketplace, and what traps to avoid.

But if you're still a bit unsure about what your next step should be then:

**We offer a FREE 1-hour exploratory call.**

*Call Network Overdrive on 1300 368 928 to discuss which Technology Driver or Drivers could help you take your business to the next level of success.*

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### 3. About Network Overdrive

**Network Overdrive** has been driving business success through technology for over 20 years. We have created service offerings to help execute and maintain the technologies required to achieve your dream outcome.

Dream Outcome	Service
<b>Operate</b> your current business systems at peak <b>Performance</b>	<b>High Performance IT Support</b>
<b>Transform</b> your business through <b>Innovation</b> to be smarter and more profitable	<b>Continuous Innovation Processes and Initiatives</b>
<b>Safeguard</b> your data, your operations and your money and minimise present and future <b>Security</b> risks	<b>Visible Security Solutions</b>

We help people take advantage of technology to make their business better.

As a proactive Managed Service Provider and IT Consultancy, our philosophy is to empower our clients with IT literacy.

We combine our proprietary frameworks and processes with personalised services and solutions that help our clients understand their technology and optimise its effects on their business. Ultimately, our goal is to deliver IT Services that power your business success and build your business profits.

Find out more about Network Overdrive on [our website](#).

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