

Enhancing web security and virtual collaboration

Case Study



ACH Group is a not-for-profit founded in 1952 to help older people live well. The company provides integrated care and accommodation options for senior citizens across Australia's Adelaide and Fleurieu Peninsula regions including residential care homes, retirement accommodations, physiotherapy facilities, and help-at-home services. The company's footprint spans 15 locations, which is served by a workforce containing a large proportion of part-time workers.

How can a large aged care organization improve its web plane security?

Cybersecurity is essential on a business level, but at ACH Group the implications of an attack are also significant on the human level. Jason Loveday, Information Security Manager at ACH Group explains: "Consider our scheduling system. If it's locked out by a ransomware attack, it's possible that our care workers will miss appointments. Given that the people we support are often highly vulnerable, a missed appointment could have significant impact."

ACH Group therefore pursues the highest levels of cybersecurity. It aims to align itself with the National Institute of Standards and Technology (NIST) Cybersecurity Framework and has put in place 94 controls which it continually monitors for performance assurance. The company also follows a zero-trust philosophy.

"We have a number of core security fundamentals tied to our zero-trust goal," says Loveday. "The web plane is one of the most important given that our staff need to be able to work from any one of our 15 locations as well as from home, an increasingly important requirement in the age of COVID-19."

The company's legacy antivirus and web filtering solution had reached the end of its life. The web filter agent resided on users' workstations and slowed performance. As Loveday puts it: "We were burdened with a burning web security platform. We saw this as the perfect opportunity to future-proof our web security plane."

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-Jason Loveday, Information Security Manager, ACH Group



Profile

Industry	Region	Employees	Revenue
Healthcare	Australia	1700+	\$128.5M



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Challenges

- Replace aging web security system with modern alternative
- Future-proof web security and boost resilience in virtual collaboration spaces

Solutions

- Netskope Next Generation SWG protects against a full range of web-based threats
- Netskope CASB provides visibility and control of cloud applications
- Netskope DLP enables data loss prevention and protects endpoints

Benefits

- Able to migrate to Microsoft 365 SharePoint with confidence
- Enhanced posture for NIST Cybersecurity Framework requirements
- Improved performance of users' devices while boosting security
- Enabled easy-to-use, automated DLP as an additional benefit

Protecting users, data, and endpoints with a secure web gateway

“Every time you open your wallet is a chance to test the market,” says Loveday. “We asked ourselves, what does best-in-class web security look like in 2021? Having consulted with Gartner and Forrester against a list of 21 metrics for success, the answer came down to three companies, one of which was Netskope.”

ACH Group put the three alternatives to the test, with the Netskope Next Generation Secure Web Gateway (SWG) coming out on top. The Next Gen SWG delivers web security from the cloud, protecting ACH Group’s cloud services, applications, websites, and data for all its users, across all 15 locations, and all endpoints. The gateway detects and protects against a broad range of cyber threats including malware and advanced threats.

As part of its web gateway, ACH Group also benefits from the Netskope cloud access security broker (CASB), which enables the organization to quickly identify and manage the use of cloud applications. ACH Group is also using the Netskope data loss prevention (DLP) capability, which helps prevent data loss, exfiltration, and inadvertent public exposure for cloud-based data.

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Better security with enhanced performance and collaboration

“With security you have to prove a negative—that because of a given investment, a cyber-attack didn’t occur,” says Loveday. “When reporting to the board, we prove value through the NIST Framework, and we can demonstrate how Netskope helps enable core controls. Such proof-points have been key in enabling us to purchase cybersecurity insurance.”

The Netskope Next Gen SWG carries out policy enforcement in the cloud, which means fewer resources are used on endpoints, improving their overall performance. The cloud-first approach has also accelerated and automated policy updates, freeing time for ACH Group’s small security team.

In addition to these expected benefits, ACH Group is experiencing a number of surprises. “What impressed me most was a feature we didn’t initially have in scope: DLP,” says Loveday. “With Netskope we’re seeing a paradigm shift in terms of DLP usability. We simply turn on the tool, watch the traffic, and adjust where needed. The system automatically suggests data to protect, meaning we can get on with defining alerts and policies rather than categorizing data.”

Netskope is central to ACH Group’s virtual working model. Loveday says: “Microsoft 365 is our key collaboration tool. Netskope accelerated our migration to SharePoint by helping us to manage the security of Microsoft 365 in a highly granular way. With Netskope in place, we can rest easy that the web plane is secure. What’s more, it’s frictionless to the workforce—there’s no impact to the business operations.”

Another benefit to ACH Group is better visibility and control. “We have an acceptable use policy for personal apps,” says Loveday. “Netskope helps stop this ‘shadow IT’ footprint from growing out of control. We can also enhance security through automated alerts whenever a user sends corporate IP to a personal storage app.”



Netskope, a global cybersecurity leader, is redefining cloud, data, and network security to help organizations apply Zero Trust principles to protect data. The Netskope Intelligent Security Service Edge (SSE) platform is fast, easy to use, and secures people, devices, and data anywhere they go. Learn how Netskope helps customers be ready for anything on their SASE journey, visit [netskope.com](https://www.netskope.com).

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