



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE



INTRODUCTION

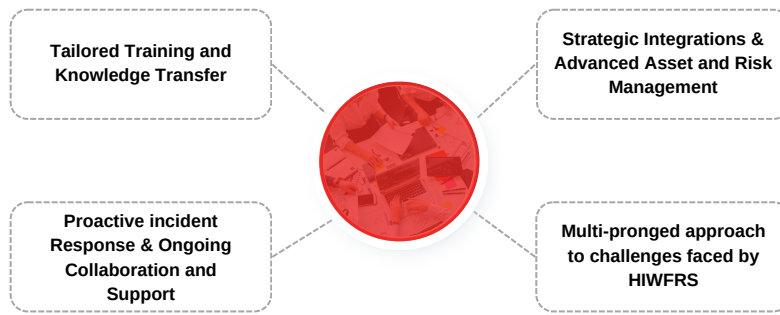
Background: Hampshire and Isle of Wight Fire and Rescue Services (HIWFRS) play a vital role in protecting the lives and property of their community. Formed in 2018 through the merger of two organisations, HIWFRS manages 62 fire stations with a workforce of approximately 1,700 personnel. While their core mission focuses on physical safety—firefighting and road accident response—they recognised the increasing importance of cybersecurity to safeguard critical systems and sensitive data.

Louisa Somers, the Cybersecurity Manager, joined the organisation in 2023 with the challenging task of overhauling their cybersecurity framework. She faced significant hurdles, including resource limitations, constrained budgets, and a lack of visibility into their IT environment. Recognising the need for a transformative approach, HIWFRS partnered with Secure IT Consult to address these challenges.

Key Challenges:

1. Limited Visibility and Control:
 - Absence of centralised monitoring and analysis for applications, systems, and user activities.
 - Difficulties identifying and addressing vulnerabilities in a timely manner.
2. Resource and Expertise Gaps:
 - A single cybersecurity professional managing the entire organisation's digital safety.
 - Lack of internal expertise to configure and optimise cybersecurity tools effectively.
3. Budgetary Constraints:
 - Operating within the tight financial restrictions typical of public sector organisations.
 - Balancing cybersecurity investments against other critical priorities.
4. Incomplete Deployments:
 - Critical cybersecurity solutions, including Trend Vision One, were partially deployed and underutilised.
 - Misconfigured tools resulted in gaps in threat detection and incident response.

THE WORK



HOW IT WAS DONE

1. Certified Professional Training:
 - Delivered on-site certified training for Trend Micro solutions:
 - Trend Vision One: 2 days.
 - Vision One Endpoint Security: 2 days.
 - Cloud App Security: 1 day.
 - Enabled the team to understand and operate the tools effectively.
2. Identifying Deployment Gaps:
 - Uncovered incomplete deployments and misconfigured settings during training sessions.
 - Initiated closer collaboration to address gaps, including health checks, integration completion, and ongoing support.
3. Regular Professional Services:
 - Provided support 1-2 days per week.
 - Conducted log reviews, prepared detailed reports, and identified ways to maximise efficiency of cybersecurity tools.
4. ASRM Activation and Exploration:
 - Enabled demo trial accounts for the ASRM module, showcasing its value for identifying risks across user accounts, devices, and internet-facing assets.
 - Demonstrated actionable insights to enhance organisational security.
5. Comprehensive System Integrations:
 - Integrated Active Directory and Syslog/SIEM with Azure AD for enhanced risk analysis and detection capabilities.
 - Connected Palo Alto Panorama firewall with Trend Micro Vision One XDR to create a centralised intelligence-sharing hub.
6. Incident and Risk Management:
 - Collaboratively examined incidents, assets, and events, guiding manual interventions and automated response strategies.
 - Advised on daily ASRM score analysis to reduce risk and improve security postures.
7. Advanced Threat Identification:
 - Discovered unmanaged devices and facilitated immediate protection measures.
 - Detected and mitigated risks, such as open, unused ports on exposed servers and employees attempting to back up emails to external sources.
8. Product Optimisation and Knowledge Transfer:
 - Conducted regular health checks and policy optimisations to minimise false positives.
 - Detailed guidance on improving Cloud Assets configurations and securing accounts with high access privileges.
9. Support and Documentation:
 - Opened support cases on the client's behalf, ensuring transparent communication with manufacturers.
 - Maintained a dynamic shared document repository to track activities, development requests, and follow-ups.
10. Collaborative Problem-Solving:
 - Helped the DNS team implement SPF and DKIM settings to improve email security.
 - Used remotely operated tools to resolve agent-related issues efficiently.
11. Budget Advocacy and ASRM Purchase:
 - Facilitated successful budget discussions following positive ASRM trial experience, leading to product's purchase.
12. Building a Culture of Security:
 - Inspired team members to proactively engage in cybersecurity efforts through training and ongoing support.

This comprehensive approach ensured HIWFRS's cybersecurity infrastructure was not only strengthened but also optimised for long-term efficiency and resilience.

WHY SECURE IT CONSULT?

Louisa chose Secure IT Consult for our unparalleled expertise, collaborative approach, and proven track record. During an initial training session, the professionalism and technical prowess of Secure IT's consultant, Dogan Can Kilment, stood out. His ability to simplify complex concepts, address real-world challenges, and instil confidence made Secure IT the ideal partner for HIWFRS.

THE RESULTS

Innovative Outcomes: Through their partnership with Secure IT Consult, HIWFRS achieved significant improvements in cybersecurity:

1. Enhanced Security Posture:
2. Comprehensive visibility across applications, systems, and endpoints.
3. Mitigated critical vulnerabilities, reducing the organisation's risk exposure.
4. Operational Efficiency:
5. Integrated multiple platforms into a unified system, simplifying management and response.
6. Streamlined workflows to enable faster detection and resolution of threats.
7. Empowered Team:
8. Inspired and engaged team members who now proactively participate in cybersecurity efforts.
9. Fostered a culture of continuous learning and improvement.
10. Cost-Effective Solutions:
11. Maximised the value of existing tools through expert configurations and integrations.
12. Secured budget approval for ASRM after a successful trial, enabling long-term benefits.

SECURE IT CONSULT - YOUR CYBERSECURITY PARTNER!

Client Testimonial:

"Secure IT Consult and Dogan have been transformative for our cybersecurity. The expertise, responsiveness, and collaborative spirit they brought to the table made all the difference. We've moved from a fragmented and under-resourced setup to a cohesive, highly effective security framework. **I can't recommend them enough.**" — Louisa, Cybersecurity Manager, HIWFRS

Why did HIWFRS choose Secure IT Consult?

- **Expertise:** Certified professionals with a deep understanding of Trend Micro solutions and cybersecurity best practices.
- **Collaborative Approach:** Tailored solutions and hands-on support to meet unique organisational needs.
- **Proven Results:** Demonstrated ability to enhance visibility, mitigate risks, and empower teams.
- **Customer-Centric Focus:** Flexible, responsive, and dedicated to delivering measurable value.

Are you facing similar challenges in your organisation? Secure IT Consult is here to help. With our expertise and commitment, we can transform your cybersecurity landscape and ensure you're prepared for today's threats. Contact us today to learn more about how we can support your journey toward a safer, more secure future.