

# CYBER RESILIENCE IN ACTION

How a Leading Australian Insurer Raised  
the Standard for Cyber Excellence

## The Background

A leading Australian insurance provider with over 50 years of experience protecting Australian and New Zealand customers recently identified the need to strengthen its cyber security posture and modernise IT infrastructure to meet the evolving compliance standards and operational demands.

To achieve that, they partnered with Evolution Systems to deliver a comprehensive, secure, and future-ready managed infrastructure and security environment.

## The Challenge

The company was undergoing a large-scale business transformation that required replacing its entire technology stack while maintaining service continuity, meeting strict APRA CPS 234 compliance requirements, and protecting sensitive customer data.

They needed a trusted partner capable of managing both strategic design and hands-on delivery, one that could seamlessly integrate modern infrastructure, identity management, threat detection, and governance frameworks without disrupting daily operations.

## The Solution

Evolution Systems took a holistic approach, combining technical excellence with a trusted advisor methodology. Working hand-in-hand with the internal IT team, **we delivered an end-to-end modernisation program, combining secure infrastructure, proactive protection, and ongoing compliance alignment.**

Key elements of the Solution included:

- **Secure Cloud Migration and Modernisation**

Internal systems were re-deployed into a hosted private cloud environment with strong VPN protection, multi-factor authentication, and Microsoft 365-based identity, endpoint, and productivity solutions.

- **Continuous Vulnerability Management**

Through discovery workshops and continuous reporting, we helped the business identify, prioritise, and remediate high-risk vulnerabilities, building confidence and transparency from the start.

- **24/7 Threat Detection and Response**

Leveraging our Security Operations Centre (SOC) as a Service, powered by SIEM technology, Evolution Systems provided round-the-clock visibility, advanced threat detection, and rapid incident response, combining automation with expert human oversight.

- **Compliance and Best Practice Alignment**

Security controls were enhanced in alignment with APRA CPS 234, as well as best practices from NIST, ISO 27001, and the Essential Eight. Additional measures included:

- Hardened configurations, MFA enforcement, and unified endpoint management,
- Integrated threat detection, phishing protection, and email security monitoring,
- Encrypted data protection with redundant backups for end-to-end resilience.



## The Outcome

Working closely together with the client's IT team, Evolution Systems made tangible advancements in resilience, compliance, and operational efficiency:

- **Cyber posture elevated:** The company achieved strong alignment with the Essential Eight Maturity Model, significantly reducing exposure to threats.
- **Compliance strengthened:** Controls now demonstrate full adherence to governance obligations and industry standards.
- **Operational assurance:** 24/7 monitoring and automated reporting provide ongoing proof of protection and compliance.
- **Strategic confidence:** The in-house IT team now operates with complete visibility and clarity, focusing on growth while Evolution Systems safeguards critical systems.

Today, the company continues to lead in the ANZ insurance market by operating with a resilient, compliant, and future-ready IT environment, supported by a partnership built on trust, expertise, and continuous improvement.

## About Evolution Systems

Our purpose is to improve lives through technology.

For more than 25 years, Evolution Systems has partnered with Australian and international organisations to deliver managed services, private cloud, and cyber security solutions that drive clarity, resilience, and growth.

We take a personalised approach to every engagement, working closely with our clients to eliminate friction from IT processes, reduce unnecessary complexity, and create secure, scalable environments that support long-term success.

