Case Study

Rochdale Borough Council

leverages Cynet 360 AutoXDR™ to protect public services for citizens

Background

Rochdale Borough Council (RBC) provides a range of local government services, such as schools and roads, social programs and waste collection, that make everyday life and commerce possible for over 220 thousand residents in the Greater Manchester area. For RBC IT leaders like Senior Systems & Network Engineer Nigel Holder, protecting the systems behind these services is a priority for public health and community safety.

The Challenge

Local government organisations like RBC must guard against the same advanced threats facing the private sector. “Our team is very aware of the business impact of various cyber security incidents that have occurred over the past few years,” explains Nigel. As risks increased, he says, “We felt we had a high blind-spot regarding endpoint security.” To close the gap, RBC would need a solution that could ensure fast and accurate incident detection, regardless of where it originated in their system.

Existing blind spots were exacerbated by a cybersecurity skills shortage. “We are only as strong as our weakest link and in an organisation of our size and with regular staff turnover, it is difficult to ensure that every employee makes good decisions when opening emails and accessing websites.” To overcome these personnel and resource constraints, Nigel sought a solution that could also unburden his team of time-consuming processes to monitor alerts and remediate incidents.

ROCHDALE BOROUGH COUNCIL

Website:
www.rochdale.gov.uk/

Country:
United Kingdom

Industry:
Public Sector

Leader:
Nigel Holder, Senior Systems & Network Engineer

“It is our responsibility to protect the citizens of Rochdale by ensuring that the organisation is able to detect, prevent and recover from potential customer-impacting cyber incidents.”

The Solution

RBC required a comprehensive security solution that could protect RBC's environment, increase visibility and ensure complete control over response. The Cynet 360 AutoXDR™ platform made an immediate impact by delivering detailed insight into the operation of the company's IT system on a single plane of glass, helping Nigel's team uncover vulnerabilities across the RBC tech stack. "This was much simpler than building an environment and manually exploiting the vulnerability." With unprecedented visibility, Nigel's team could confidently prepare for potential threats. "We are sure that Cynet would have been able to contain the threat if these alerts were the result of an actual attack."

"We are confident that we will get appropriate escalations outside of office hours."

Cynet 360 AutoXDR™ automated investigation and remediation out of the box, allowing Nigel's team to focus only on real threats — and expedite responses. "It has reduced the time taken to investigate most incidents." By saving RBC analysts from alert overload, Cynet's native automation "leaves our technical staff with more time to deliver other changes that provide real value."

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Nigel's team also loves that Cynet's solution is backed by complementary access to CyOps, Cynet's 24/7 MDR service that's available to all customers. "The key differentiator for us was Cynet's SOC," he explains, "and the fact that we are confident that we will get appropriate escalations outside of office hours." CyOps proactively monitors, investigates and threat-hunts for Rochdale — at no additional cost. "We have looked at other SOCs," says Nigel, "but the cost difference between Cynet's solution and a SOC with another solution was significant."

As RBC leverages Cynet's end-to-end, natively automated XDR platform and the 24/7 MDR service of CyOps, Rochdale residents can rest assured that their community services are safe and secure.