



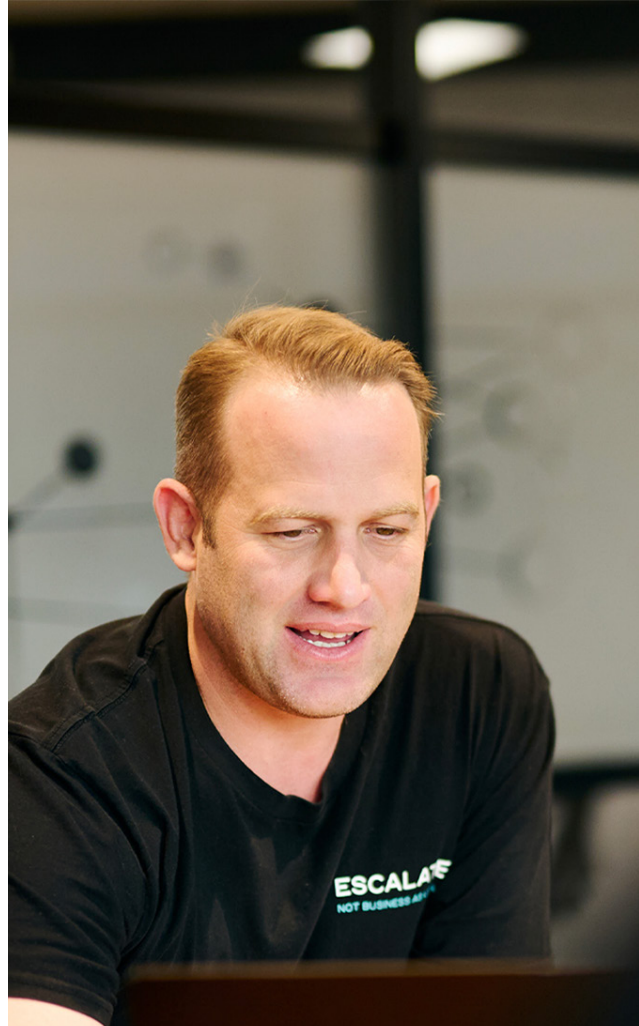
CASE STUDY

Strengthening Escalate Consulting's Business Resilience with CyberShield & SMB1001



Prioritising Cyber Resilience with Formal Certification

As a leader in crisis management and business resiliency, Escalate Consulting has always prioritised cyber security to safeguard their clients and own operations. As the business grew, they wanted to formalise their approach by aligning with a reputable cyber security standard.



“Cyber security is essential to business resilience, which is why it has always been a focus for Escalate Consulting. During our Technology Roadmap discussions, ADITS introduced their CyberShield solution, built around the SMB1001 standard framework. The framework’s structured, tiered approach is an excellent fit for small to medium businesses, providing clear, manageable steps to enhance security across technology, people, and processes.”

Simon Petie
Managing Director, Escalate Consulting



THE CHALLENGE

From Baseline to Best

Escalate Consulting had a traditional baseline for security. However, they were missing an overarching framework to keep them accountable, help them prioritise measures, and take their cyber security posture to the next level.



As an existing Managed IT client, it was a natural choice to migrate to ADITS' CyberShield solution - an all-in-one cyber security solution built around Managed IT, essential security controls outlined by the SMB1001:2025, and IT governance.

Unlike other frameworks that may focus solely on technological solutions or specific aspects of cyber security, CyberShield and SMB1001 adopt a comprehensive, holistic approach. They focus on people, processes, and technology to create a robust and resilient cyber security posture.

SMB1001 is a multi-tiered cyber security standard, supported by Dynamic Standards International (DSI), that closely aligns with ADITS' goal to make cyber security more accessible and less costly for small and medium-sized businesses (SMBs).

CYBERSHIELD SOLUTION

Striving for Excellence

The uplift project commenced with an analysis of the threat landscape in which Escalate Consulting operates, their growth plan for the coming years, and discussions with the team about their risk tolerance. ADITS also conducted a thorough assessment of the existing tools and security measures. This helped outline the path to align with SMB1001:2025 and uplift to CyberShield.



TECHNOLOGY MANAGEMENT

To enhance threat detection, a firewall and Sophos MDR were installed, and operating systems were patched to fix vulnerabilities. Microsoft 365's licences were also upgraded to Business Premium to unlock enhanced security features. Additionally, their comprehensive backup strategy was refined to protect important digital assets.



POLICIES & PROCESSES

Existing policies were reviewed and optimised. New ones were implemented for invoice fraud prevention and for maintaining a visitor register. Confidentiality agreements were drawn up for all employees.



ACCESS & PASSWORD MANAGEMENT

Other key pillars of CyberShield include access and password management. For this, ADITS partners with Keeper, an Enterprise Grade Password Manager that generates and securely stores strong, unique passwords.



CYBER AWARENESS TRAINING

With 30% of data breaches in Australia attributed to human error, such as falling for phishing attacks or mishandling sensitive information, ADITS understands the criticality of security awareness and training.

CyberShield includes mandatory and regular cyber awareness training via a Human Risk Management platform to ensure staff are equipped with the knowledge to identify cyber threats.

Whilst change is hard for any business, Escalate Consulting's team were highly receptive to ADITS' support on the different tools, which contributed to the success of the entire project.

Results: A Milestone Achieved

Once the uplift to CyberShield was completed, the SMB1001 certification process could begin. ADITS submitted clear and concise documentation of all the security measures executed, alongside a formal attestation from Simon Petie to vouch for their implementation.

Escalate Consulting successfully obtained their official SMB1001 certification and badge.



NEXT-LEVEL CYBER PROTECTION UNLOCKED

Escalate Consulting saw amazing results, including in the Human Risk Management platform with a 72% reduction of the overall risk score. These were strongly driven by their openness and mature outlook.



“ADITS’ experienced team provided clear guidance throughout the certification process, helping us strengthen our cyber posture without overwhelming our resources. This has given us confidence and clarity that we are well-prepared to face the evolving cyber risk landscape while maintaining trust with our clients.”

Simon Petie
Managing Director, Escalate Consulting



The implementation of CyberShield and achieving the SMB1001 Certification enhanced their security posture and provided several advantages:

- **Strengthened credibility and client confidence, due to a reinforced commitment to cyber security**
- **Operational continuity, with backup and recovery plans ensuring minimal disruption**
- **Regulatory compliance aligned with global standards and privacy consideration**



A Continuing Cyber Security Journey

Escalate Consulting plans to further enhance their security measures and continuously monitor their posture. Their leadership remains committed to staying ahead of evolving threats and maintaining the highest standards of cyber security.

Having the Right Cyber Security Solution Can Make All the Difference

Experience all-around protection with CyberShield
and transform your business today.

TALK TO OUR FRIENDLY TEAM

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