

# How we helped Kyogle Council cut cyber risk & modernise systems

## The Challenge

Kyogle Council needed a practical way to reduce risk and modernise without overloading its small IT team. They were facing **connectivity gaps** across sites, **low cyber hygiene** and awareness, **workforce change concerns**, **limited resources** with **no IT roadmap**, **ageing and end-of-life hardware**, and gaps in **disaster recovery and business continuity**.



## Our Approach

We co-designed a 12–24 month plan structured around the following areas:

- **Strategy & governance:** Built a strategy that addressed resource limits and sequenced delivery to reduce risk early while lifting team capability as we went.
- **Resilience & continuity:** Designed and stood up a DR and BCP in Microsoft Azure, and deployed a second physical DR site with independent connectivity to operate in the event of a disaster.
- **Modernisation & connectivity:** Refreshed end-of-life infrastructure using Juniper, HP and Palo Alto.
- **Security uplift:** Rolled out Huntress Security Awareness Training; implemented Huntress MDR for endpoints, Microsoft 365 and SIEM monitoring; deployed LastPass for stronger credential management.
- **Backup & recovery:** Implemented a backup and DR strategy in Azure and Veeam aligned to recovery objectives.
- **People & change:** Worked with the internal IT team to embed processes, transfer knowledge and support change communications.

## The Result

Staff gained a **more reliable, safer environment** with **fewer interruptions**, so IT could move work forward instead of firefighting.

- **Strategy delivered within 18 months** and ahead of schedule.
- **Multiple malicious attempts detected and contained** by the new security stack.
- **Cyber and operational risk significantly reduced** through 24x7 monitoring, stronger identity controls and staff awareness.
- **Lowered natural-disaster risk** with a separate site for staff and a cloud location for BAU operations.
- **Smoother adoption** thanks to **strong internal comms** and stakeholder buy-in led by the customer.

*Planning a similar uplift? We've helped 70+ councils build practical roadmaps, modernise safely and reduce risk within real-world budgets and team sizes.*

