ISO 27001 Implementation

Customer: Acendre
Industry: Human Resources
Services: ISM Gap Assessment,
ISO 27001 Implementation,
Virtual CISO

Challenges

▷ The need to build customer trust and confidence by strengthening its cyber security capabilities.

▷ The need to demonstrate robust information security practices aligned to the Australian Government Information Security Manual (ISM) and ISO/IEC ISO 27001:2022.

▷ The need to define a cyber security roadmap that allowed for continuous improvement.

▷ The need for suitable technical expertise to guide the implementation of security controls and liaise with customers' technical stakeholders.

Outcome

▷ Implementation of an Information Security Management System (ISMS) that is certified to the latest ISO 27001:2022 standard.

▷ Execution of a security roadmap, solidifying Acendre's commitment to continuously improve cyber security practices.

▷ Increased levels of customer confidence and trust, with Acendre receiving positive feedback and praise for the improvements made to its cyber security posture.

Acendre, a HireRoad company

HireRoad is a leading global provider of HR solutions spanning recruitment, onboarding, learning, and analytics software. Acendre is a HireRoad entity out of Australia, with over 25 years of expertise in recruitment technology for government and other highly regulated organisations.

Acendre Recruit is a leading applicant tracking system and trusted partner for Australian government agencies and beyond, providing a comprehensive and configurable process to help organisations recruit and onboard talent efficiently.

The challenge

As a long-term partner of government entities, HireRoad's Acendre organisation holds itself to the highest standards when it comes to cyber security and compliance of industry standards.

In 2023, Acendre began seeing heightened levels of interest from government customers in its information security and cyber security practices.

Acutely aware of the changing cyber security landscape and the need to build trust and provide security assurance to customers, Acendre partnered with CyberCX to help strengthen its security capabilities within the Acendre Recruit platform and demonstrate robust information security practices.

The solution

CyberCX supported Acendre's efforts to strengthen its cyber security posture by defining a consistent and structured approach to improving information security practices.

The solution was delivered over a six-month period and consolidated the multiple challenges Acendre was facing into a streamlined body of work, including:

▷ **Assessment of security practices:** Engaging multiple Acendre stakeholders to understand the organisation's current information security practices and define the desired state the organisation seeks to operate at.

▷ **Security roadmap development:** Providing a tailored and timebound approach to how Acendre should improve their security practices based on the organisation's current state and priority areas of improvement.

▷ **ISMS implementation:** Developing the governance structure and organisational processes needed to apply a risk-based approach to information security and successfully execute the security roadmap.

▷ **ISMS certification support:** Providing ongoing advice and support through the ISO/IEC ISO 27001:2022 certification process, enabling Acendre to gain certification.

▷ **Virtual CISO support:** Providing ongoing information security leadership and support internally, as well as external assurance to Acendre Recruit customers on the execution of the security roadmap.

The outcome

By partnering with CyberCX, Acendre was able to improve its overall security posture, increase employee awareness and engagement and achieve its goal of building an effective and continuously improving ISMS.

CyberCX supported Acendre in implementing an ISMS that is also certified to the latest standard of ISO/IEC 27001:2022 and incorporates expectation of the ISM framework.

This rapid execution and uplift in information security management has boosted the confidence of government customers and ensures that Acendre Recruit remains competitive in market.

Importantly, the collaboration between CyberCX and Acendre provided a pathway to continuous improvement, positioning its cyber security practices well into the future.

"We were impressed by the speed and efficiency of the implementation process. Working alongside CyberCX, we were able to rapidly execute our security roadmap over 6 months, achieving results faster than initially expected."

Liam Ackland, Managing Director - Acendre

About CyberCX

CyberCX is the leading provider of professional cyber security services across the UK, US, Australia and New Zealand. With a workforce of over 1,400 professionals, we are a trusted partner to private and public sector organisations helping our customers confidently manage cyber risk, respond to incidents and build resilience in an increasingly complex and challenging threat environment.

Contact us to find out how CyberCX can boost the cyber security skills of your entire organisation.

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