

Cyberproofing AF&W's path to bigger contracts

How small business AF&W achieved enterprise-level cybersecurity to win contracts with some of Australia's biggest organisations



Australian Fibre and Wireless needed to adhere to their telecom client's strict security requirements to retain their contracts. With the help of VITG, they haven't just met them - they've exceeded them.

Australian Fibre and Wireless (AF&W) plays a key role in the Australian telecommunications industry, specialising in the construction and network integration of telecommunications infrastructure and electronic systems across Queensland, Northern New South Wales, and the Northern Territory.

Their team of 30+ construction, rigging, and technical experts constructs, commissions, and manages projects for major telecommunication organisations, including Telstra, Optus, Vodafone, TPG, Ericsson, and more. Unsurprisingly, these clients come with high standards and strict requirements - especially when it comes to cybersecurity.

One such requirement is CyberGRX, which gives their clients a clear and efficient evaluation of AF&W's cybersecurity posture. They had engaged an IT provider to help them set it up - but it was slow going.

"We were about 6 to 8 months into the engagement, and nothing seemed to be happening," says AF&W's Operations Manager, Darren Snell. "Plus, once it was all built we were still going to have to manage it ourselves."

With postgraduate qualifications in cybersecurity, Darren knew the work this would take, and that he didn't have the time for it. "We decided it was better to find another provider who could fast-track the project and help manage the platform ongoingly."



"Very quickly we got the sense that the VITG team knows what they're doing."

-Darren Snell, Operations Manager, AF&W

Taking a needs-first approach

After Googling some highly reviewed providers, Darren started sending out enquiries. VITG was the first to reply and quickly engaged Darren in conversations about AF&W's current position and what they needed to achieve.



"VITG built a service around our business. It was tailor-made for what we needed and what was going to work best for us."

-Darren Snell, Operations Manager, AF&W

"They went into much greater detail about what we would need from a cybersecurity perspective, the different levels we could go to and how they could help. They weren't even interested in giving us a price before they found out what we needed," says Darren.

Even with all the extra details, the final quoted price was lower than the previous provider's. However, the biggest selling point was VITG's managed services, which would take the burden of management off Darren.

"They manage everything. And that saves me one complete job that I don't have to worry about."

Fully customised & holistic cyber security support

While AF&W had initially only come looking for CyberRX support, VITG took a holistic look at their IT and cybersecurity approach, suggesting a number of proactive recommendations. AF&W ultimately engaged VITG to deliver three key services:

CyberGRX

VITG managed system set up and configuration as well as ongoing management and annual recertification processes.

365 migration

AF&W initially used Google Workspace, but VITG recommended switching to Microsoft 365 for better integration with their managed services, enhanced security, and compliance with onshore provider requirements. VITG handled the entire migration.

Managed Security Services

VITG are providing ongoing, full-service Managed Security for AF&W, allowing them to monitor and mitigate all cyber threats and receive advanced testing, reporting and 24/7 support.

Improved security, improved business opportunities

The full implementation of services isn't yet complete - but AF&W are already experiencing a number of benefits and are feeling incredibly positive about what's to come.



An improved ability to retain & win contracts

AF&W are now able to meet all contractual obligations and security requirements, which not only helps to serve their current clients but puts them at a distinct advantage to win new contracts.



Secured devices with no staff interruptions

All AF&W staff use their own devices on the job, which previously had raised security risks. VITG's Managed Security Services include device management, enabling staff to use their devices without limitations while still ensuring complete data security.



24/7 support & fast resolutions

Issues that once took days to rectify are now handled in just a couple of hours, thanks to VITG's help desk and clear escalation policies. "I don't have to do anything if something goes wrong. We just ring or email VITG and they handle it for us," says Darren.



Easy, regular communication

Throughout the migration, there were weekly meetings, and targets were hit every week. Now that they've entered the security phase, VITG provides AF&W with regular reports and updates.

The best outcome, though, is that AF&W is now completely secure in their IT and security position and can trust that it will be managed while they focus on the jobs in front of them. The service and outcomes that AF&W have enjoyed through their partnership with VITG has been so good that they've started referring them out to their clients - and even their competitors.



"VITG go above and beyond. They're very collaborative and everything just gels. I've even recommended them to Telstra and their other vendors."

-Darren Snell, Operations Manager, AF&W

Looking to improve your operations and offering with cyber security support that meets your needs and budget? **VITG can help.**