PROTECTING AUSTRALIAN INSTITUTIONS WITH CYDARM AND VAULT CLOUD

Cydarm Case Study

CYDARM

Cydarm is an Australian born and bred cyber resilience firm, having built a case management platform that allows security teams to collaborate and respond to cyber incidents.

In its quest for growth, Cydarm saw an increased need by customers for secure cloud solutions to protect vital data at the highest level.

VAULT

INSTILLING INCREASED CUSTOMER TRUST

Founded in Australia in 2017, Cydarm's mission is to enable cyber resilience through better and faster security operations. With a belief that collaboration and human agency are essential to incident response, the company built a case management platform that enables security teams to collaborate and respond to cybersecurity incidents.

At its inception, Cydarm's co-founders had assumed that the company's use of cloud technology would be primarily to maintain internal infrastructure. However, after consulting with customers as the business grew, the importance of a secure, sovereign cloud became clear.

"Cybersecurity is a team sport, and good teamwork relies on effective communication and coordination of effort, across different domain expertise and different levels of trust," said Vaughan Shanks, co-founder and CEO, Cydarm.

Vaughan Shanks
Co-founder & CEO, Cydarm

VAULT

CYDARM

"In order to provide the best possible service to our customers, we needed to ensure we were providing the most secure data sovereignty possible, which is why we turned to Vault Cloud as a trusted secure cloud provider.

"As a trusted secure cloud provider used by Australian governments, there's a common misconception that Vault Cloud is only available to the public sector, but their support doesn't end there. Vault's secure, sovereign cloud for critical infrastructure is an excellent solution for small businesses looking to obtain a higher level of security and instill trust in customers that their data will be protected at the highest level. The fact that all of Vault's support engineers are Australian, live in Australia and have an NV1 security clearance were major selling points for us, and help instill confidence among our customers."

Vaughan Shanks
Co-founder & CEO, Cydarm

VAULT

EASE OF MIGRATION

Since working with Vault Cloud, Cydarm was able to configure and migrate its valuable customer data to Vault's secure, sovereign cloud, now operating at four times their original data storage capacity.

"Today's customers expect trusted solutions when it comes to their data security, and Vault helps us deliver just that. Of the many cloud providers out there, like the large multinationals, Vault's secure, sovereign cloud helps us stand out from some of the rest," says Vaughan. "Using an Australian provider has also instilled a greater sense of trust with current and prospective customers -- which has proved to be helpful for our company's overall growth."

Once Cydarm was set up with Vault, the company was able to train reliability engineers and induct them onto Vault's systems in less than a month -- a notably quick turnaround time for a new employee. This made it easy for Cydarm to grow its internal operations and meet increased customer demand with ease.

VAULT

LOOKING TO THE FUTURE

"Not only does Vault provide us with the sovereign capabilities needed to deliver our solutions securely within Australia, we trust the team to be there when we need them. The level of consistent support we receive is unmatched. The business is always thinking of proactive ways to support our operations, which goes a long way," said Vaughan.

"As we look towards the future, we're excited for what's next. Vault has proved to be a key selling point in our customer acquisition, and we're keen to explore the ways in which we can leverage Vault's latest innovations and extensive partner network to bolster our capabilities and meet the changing needs of our customers.

"We're really excited to see where our work with Vault takes us."

VAULT

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