

Leading Hosted IT Provider Drives Growing MSP Business with Security Connected



Macquarie Telecom

Partner profile

Leading Australian provider of hybrid hosting and communications platforms.

Industry

Hosting and telecommunications.

IT environment

Three 100% Australian data centers serving corporate IT, digital, SaaS, and government entities.

Challenge

Evolve security services to ensure clients have maximum protection in an evolving threat landscape.

McAfee solutions

- McAfee MSP Program
- McAfee® ePolicy Orchestrator® (McAfee ePO™)
- McAfee VirusScan® Enterprise
- McAfee Host Intrusion Prevention
- McAfee Enterprise Security Manager
- McAfee Vulnerability Manager
- McAfee Data Risk Assessment
- McAfee Application Control
- McAfee Network Security Platform

Founded in 1992, Macquarie Telecom provides end-to-end hosting and communications for the delivery of corporate communications and applications. Combining business-grade full-line telecommunications (voice, data, and mobile) with Australian-owned and Australian-located hosting services, Macquarie enables businesses to be more collaborative, resilient, secure, and cloud-ready.

Macquarie Telecom's clients include some of Australia's best-known organizations in the corporate IT, digital, SaaS, and federal government markets. Based in Sydney, Macquarie operates three multimegawatt data centers in Sydney and Canberra.

Business Trigger: Strengthen Competitive Advantage

"Virtualization and cloud adoption have driven much of our hosting growth," says James Mystakidis, group executive hosting operations and product, Macquarie Telecom. "Rather than just a technology source, our customers need a partner that can help them solve critical problems." In particular, Macquarie's customers are addressing significant IT challenges and drivers: aging hardware that needs updating, data centers that are running out of power and capacity, and more effective security—to name a few. These organizations are turning to hosted solutions to reduce costs and provide the flexibility they need to continually evolve IT services as the business grows.

Regarding security, Australian entities face new challenges centered on reforms to the Australian Privacy Law governing how organizations collect, hold, and use personal information about their customers and constituents. "Our clients look to us to provide advice in this area and keep them educated

about the threats and risks of data loss, as well as the reasonable precautions they need to take to mitigate these risks," Mystakidis notes. "It's important that we continually evolve our products and services not only to keep them competitive and relevant, but to protect our clients—especially with almost daily changes to the Internet threat landscape."

To strengthen its own competitive advantage and to provide the best possible security solutions for its hosting clients, Macquarie Telecom became a McAfee® Managed Service Provider (MSP) Partner.

Why McAfee: Ease of Deployment and Ability to Scale

Macquarie had several requirements for a strategic technology partner in the security arena. "The technology must be easy to use and promote value in our customers' eyes by offering leading security capabilities they know they can trust," Mystakidis remarks. "Also, multitenancy is critical for our company to be able to work and scale across hundreds and even thousands of customers."

Advanced McAfee multitenant support and single-agent deployment, which minimize the software footprint in the cloud, were key selling points, as were the technology's ease of deployment and future integration into Macquarie's correlation engine. "McAfee has been in business for many years, and now, under the Intel Security banner, the company has an even stronger reputation of trust in the field of IT security," he says. "McAfee's technology leadership in correlation and advanced threat management and its Security Connected strategy, based on an integrated, single-vendor platform, are all significant advantages for our business."

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Results

- Fully integrated security platform easily managed from a central dashboard.
- Visibility and control for clients over their hosted security environments.
- Competitive advantage through partnership with a trusted technology provider.

Solution Focus: **Integrated Protection**

Macquarie has deployed McAfee VirusScan Enterprise and McAfee Host Intrusion Prevention for Server in its commercial division to protect hosted client environments. For internal use in its government security operations center, Macquarie has implemented these two solutions as well as a number of others, including McAfee Enterprise Security Manager, McAfee Vulnerability Manager, McAfee Data Risk Assessment, McAfee Application Control, and McAfee Network Security Platform. McAfee ePO software provides a centralized dashboard that offers visibility into the entire Security Connected environment, as well as ease of maintenance and updating.

Working together, the McAfee solutions offer integrated protection from distributed denial-of-service (DDoS) threats at the Macquarie Telecom perimeter, as well as border protection for customer environments. “With McAfee, we have been able to implement a number of agent-based controls for the compute platform, following good practices; secure builds are wrapped in an outstanding information security management system,” Mystakidis explains. “By leveraging the Security Connected approach, we can centrally manage all McAfee products to reduce the cost and complexity of our MSP platform.”

Australia Data Center Provider of the Year

“With the McAfee platform, we’re able to address a number of our clients’ concerns about data residency and sovereignty that directly affect their ability to do business in Australia,” Mystakidis says. “The Security Connected framework allows us to provide our hosting customers with a series of tools and controls that combine to support a true defense-in-depth strategy.”

Macquarie’s security effectiveness is borne out by its recognition in the industry, including certifications such as ISO27001, PCI, and ASD. Most notably, Macquarie Telecom was awarded Australia Data Center Provider of the Year from Frost & Sullivan in 2013, in recognition of the company’s strategy to provide unique disaster recovery and disaster avoidance services across multi-availability zones.

A Clear Differentiator

As a McAfee MSP Partner, Macquarie Telecom has established a clear competitive advantage by offering personal, accountable service and a set of management tools that give clients visibility, reporting, and control over their hosted services. “We host some of Australia’s biggest brands, so we understand that providing a mission-critical hosting service is ultimately about the end-user experience for our customers’ customers,” Mystakidis comments. “With the McAfee MSP program, we’re able to help our clients adapt to the rapidly changing security landscape by offering a broad range of integrated solutions in a cost-effective and scalable manner.”

