Customising Macrosine for enhanced cybersecurity

A case study on adapting to client needs

In the rapidly evolving cybersecurity landscape, the ability to tailor solutions to meet specific client requirements stands as a hallmark of excellence. This case study highlights the successful customisation of Macrosine, a leading cybersecurity tool, to accommodate the unique needs of a prominent organisation. Initially facing challenges due to file size limitations, the adaptation of Macrosine not only resolved the organisation's immediate needs but also led to wider recognition and adoption within a governmental cyber community.

Challenge

Overcoming file size limitations

In 2022, the organisation approached oobe to implement Macrosine, intrigued by its potential to enhance their cybersecurity infrastructure. However, during deployment, a critical challenge emerged: Macrosine's initial file size limit of 20MB per file was insufficient for the organisation's needs, particularly for the financial team, which regularly managed files up to 152MB. This limitation threatened to restrict Macrosine's applicability across the entire organisation, potentially excluding critical areas from its protection.

Solution

Customising Macrosine to support larger files

Recognising the importance of a comprehensive cybersecurity solution that catered to all facets of the organisation, our team swiftly acted to modify Macrosine's capabilities. The service was upgraded to support files up to 150MB, ensuring it could be seamlessly used across the organisation without compromising any department's needs, especially the financial team's requirement for handling large files.
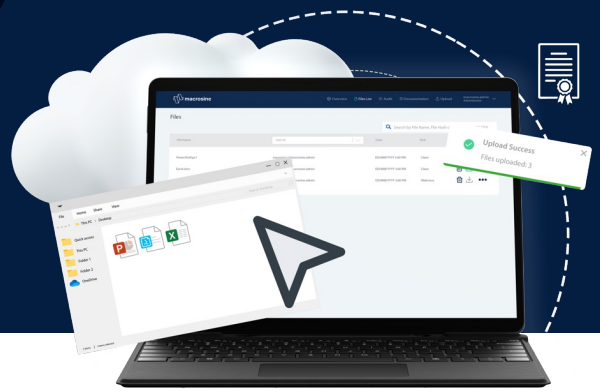
Outcomes

Implementation and results: A year of seamless cybersecurity

The customisation of Macrosine to accommodate larger files proved to be a turning point for the organisation's cybersecurity strategy. Over the year following the implementation, Macrosine operated flawlessly, without a single support call from the organisation, attesting to its reliability and ease of use. This "self-service, set and forget" product demonstrated its capability, completely removing the workload from IT providing comprehensive, hassle-free cybersecurity protection.

Conclusion

Wider recognition and adoption. The organisation's satisfaction with Macrosine's performance and the successful customisation to meet their specific needs led to an invitation for us to present Macrosine to Whole of Government Cyber Community group. This group, encompassing representatives from all state agencies, was introduced to how Macrosine addresses cybersecurity risks more holistically, faster and cheaper than alternative or manual options. During this presentation, it was proudly announced to the 84 attendees that the organisation had not received any support for Macrosine since its deployment, highlighting its effectiveness as a self-sufficient cybersecurity solution.

The customisation of Macrosine for a key organisation underscores the importance of flexibility and responsiveness in cybersecurity solutions. By adapting Macrosine to support larger file sizes, we not only met the specific needs of one client but also showcased our commitment to delivering versatile, effective cybersecurity tools. This case study demonstrates our dedication to innovation and client satisfaction, leading to broader recognition and adoption of Macrosine within the governmental cyber community.

- ✓ **Reduced workload** of IT personnel
- ✓ **Hassle-free** cybersecurity protection.
- ✓ **Upgraded** file capacity to suit client needs
- ✓ **Support available** (but wasn't needed)

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