



CASE STUDY

Delivering competitive differentiation, new revenue streams, and enhanced Essential 8 compliance outcomes for MSPs and their customers.

The Challenge

A leading Australian Managed Service Provider found struggling to achieve Essential 8 compliance due to complex application control technologies.

Frustrated administrators often reduced or removed application controls, leaving customers more vulnerable to ransomware attacks, risking their reputations and trusted relationships in the market.

The Solutions

Crayon recommended Airlock's Digital's Cloud platform to streamline application control management, reduce risk for customers, and support challenging Essential 8 compliance requirements, whilst minimising workload for the MSPs team.



Enhanced protection against ransomware for customers



Streamlined policy management, reduced workloads, increased competitive differentiation



Minimal disruption to users and business operations



Deliver against Essential 8 Application Control Maturity, Level 3

- ● We endorse and recommend the Essential 8 to all of our customers, but the lack of an effective application control solution limited how many new customers and projects we could take on at one time.

—MSP CTO

Background

Slow and complex application control technologies frustrated both administrators and users, often resulting in application control being scaled back or completely removed from the customers environment. This impacted customer trust and satisfaction, increased their vulnerability to ransomware, and dented the MSPs revenue results.

Crayon was approached for guidance on an alternative solution.

Requirements

Reduce admin burden: Traditional options such as Microsoft WDAC, AppLocker and other third-party solutions did not collect and present logs in an easily understood way. The MSP sought simple, faster means to discover, centralise, and deduplicate execution data for more effective allowlist policy management.

Minimise user disruption: It was a constant issue to ensure essential files and applications for users, operating systems, and administrative tools were trusted with secure rules. Even after refining and enforcing policies, the struggle to promptly update them or grant temporary exceptions created disruption for users and business operations.

Improve competitiveness: A new solution needed to help the MSP take on more projects and support a larger number of customers on their Essential 8 compliance journey.

Solution Results

A 30-day Proof of Concept (POC) confirmed Airlock Digital's Cloud Solution would overcome these challenges, whilst presenting the MSP with new opportunities to productise application control services.

Today, Airlock Digital's allowlisting framework enables the MSP team to easily define what files were trusted with publisher, hash, path, and process-based trust mechanisms. Access to real time execution data provides rapid policy management with minimal business disruption. Explicit blocklisting is implemented with custom or pre-defined block rules to further harden endpoints, whilst the ability to temporarily exclude devices from allowlisting ensures optimal business continuity.

Best of all, the management of multiple tenants on one platform control delivery costs and has resulted in the rollout of a competitively priced application control-as-a-service offering.

- ● **Airlocks' flexible licensing model allows us to easily promote our services and greatly reduce the time to value with Airlocks' quick set up and deployment.**

—MSP CEO

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