

Borderless CS

CYBER SAFE TOGETHER



Security Operations Centre (SOC) Customer success story

CLIENT: **CYBERYOUTH AUSTRALIA**

INDUSTRY: **NON-PROFIT**

SOLUTION PROVIDER: **BORDERLESS CS**

SERVICE: **SECURITY OPERATIONS CENTRE (MANAGED SOC) SERVICES**



Security Operations Centre - Customer Success Story

Client Overview

CyberYouth Australia Limited is a registered Australian not-for-profit organisation dedicated to inspiring and equipping young Australians with the skills and opportunities to pursue careers in cybersecurity. With a vision to position Australia as a global leader in cyber talent, the organisation runs national mentorship programs, technical workshops, university partnerships, and youth outreach initiatives across both metropolitan and regional communities.

As a **growing digital-first nonprofit** working with students, volunteers, government, and industry, ensuring robust cybersecurity was non-negotiable. The organisation needed a trusted partner to secure its expanding digital footprint while aligning with its community-centric mission.

The Challenge

As CyberYouth Australia scaled its impact, several risks emerged:

- **Expanding Digital Attack Surface:** As the organisation adopted Microsoft 365, cloud collaboration tools, and CRM systems, potential exposure points for threat actors increased.
- **Youth-Focused Data Protection:** With a database of students, volunteers, and mentors, the organisation needed a privacy-first approach to prevent any potential data breach.
- **Limited In-House Security Resources:** Operating on lean nonprofit budgets, CyberYouth Australia had no internal cybersecurity team or dedicated monitoring capability.
- **Compliance Expectations:** As the organisation worked more closely with universities, government programs, and corporate sponsors, demonstrating cybersecurity maturity became essential.

CyberYouth Australia required 24/7 security visibility, proactive detection and response, and a trusted partner who could scale with their growth — without straining their nonprofit budget.



Our Approach: SOC-as-a-Service from Borderless CS

As part of its social impact mission, **Borderless CS onboarded CyberYouth Australia into our Managed SOC Platform**, tailored to the nonprofit's unique needs:

- **24/7 Monitoring & Threat Detection**

Our Australian-based Security Operations Centre (SOC) began real-time monitoring of:

- Microsoft 365 (email, Teams, SharePoint, OneDrive)
- Azure Entra ID (identity protection and user behaviour analytics)
- Endpoints (laptops and on-prem & cloud-hosted servers)
- Public-facing applications and websites
- Network and Firewalls (Internal & External)

We deployed custom rules to identify:

- Suspicious logins and MFA bypass attempts
- Account compromise indicators
- Phishing campaigns targeting students' inboxes
- Lateral movement or unusual data exfiltration behaviour

- **SOC Automation and Alerting**

Utilising our **SOC** (SIEM and SOAR) platform, Borderless CS enabled automated enrichment and prioritisation of alerts, ensuring only verified, high-priority incidents are escalated.

Microsoft 365 Security Hardening

We conducted a full audit of Microsoft 365 configurations and:

- Enabled conditional access controls
- Implemented phishing-resistant policies
- Hardened email protection and Defender ATP configurations
- Removed legacy authentication and unsecured access



Monthly Threat Reporting & Board Dashboards

Borderless CS provided CyberYouth Australia with:

- Executive threat intelligence summaries
- Monthly reporting dashboards (designed for board-level briefings)
- Recommendations aligned with NIST CSF and Essential Eight principles

Pro Bono Model with Strategic Support

Recognising the importance of cybersecurity in education and youth empowerment, Borderless CS delivers these services to CyberYouth Australia **free of charge** under a **community sponsorship and mentorship alliance**.

Results & Benefits

- **Cyber Protection with Confidence**

CyberYouth Australia now operates with enterprise-grade threat visibility, detection, and rapid response capabilities — protecting sensitive student and volunteer data around the clock.

- **Organisational Trust & Credibility**

Through SOC service implementation, CyberYouth Australia has enhanced its credibility with academic and government partners, strengthening its position in the national cyber ecosystem.

- **Mission-Aligned Security Partnership**

This initiative showcases how a cybersecurity company can actively uplift a nonprofit through aligned values, supporting **skills development, safety, and opportunity creation** for emerging cyber leaders.

- **Measurable Impact** (First 6 months):
 - 400+ security events monitored weekly
 - 80+ confirmed phishing attempts prevented
 - 100% uptime and incident response within SLA
 - 3 advisory sessions for internal digital policy strengthening

Technologies Used

- Borderless CS SOC Platform
- Microsoft Defender for Office 365
- Azure Entra ID Threat Detection
- Endpoint Detection & Response (EDR)
- File Integrity Monitoring
- Vulnerability Management
- Malware detection

Social Responsibility in Action

This partnership reflects Borderless CS's ongoing commitment to:

- **Cyber safety for youth organisations**
- **Pro bono security support for community groups**
- **Mentorship and industry integration for cyber students**

We believe that securing tomorrow's leaders begins by protecting their platforms today.

