

Company at a Glance

Arts Centre Melbourne

artscentremelbourne.com.au

Arts Centre Melbourne is Victoria's premier performing arts destination, located in the heart of Melbourne's Southbank arts precinct. Home to an iconic complex of theatres and concert halls, it regularly hosts leading companies including Opera Australia, The Australian Ballet, Melbourne Theatre Company, and the Melbourne Symphony Orchestra, alongside acclaimed local, national, and international productions. Listed on the Victorian Heritage Register, Arts Centre Melbourne is both a cultural landmark and a hub for world-class performance.

Challenges

- Lack of in-house SOC operations and inability to monitor environment 24x7
- Disparate cybersecurity technologies that didn't integrate with each other for visibility and alerting
- Cybersecurity managed by small IT infrastructure team focused primarily on operational delivery, limiting capacity for proactive monitoring

Results

- Fully managed security operations from Arctic Wolf, with 24x7 monitoring, detection, and response
- Vendor-agnostic platform that provides comprehensive visibility and context-rich alerting
- Support from Arctic Wolf security engineers through the Arctic Wolf Concierge Experience, which allows for on-demand expertise and long-term project support

Arctic Wolf Safeguards Culture and Community at Arts Centre Melbourne

“We wouldn't be able to achieve the level of service and the 24x7 monitoring we receive from Arctic Wolf in-house.”

— Brett Caldwell, Head of IT Infrastructure, Arts Centre Melbourne

Arts Centre Melbourne is more than a performing arts venue — it's a cultural hub that welcomes millions of visitors each year and features performances from world-class artists to local community groups. With that scale comes significant responsibility: safeguarding the personal and financial data of patrons, presenters, suppliers, employees, donors, supporters, and partners. For Arts Centre Melbourne, maintaining trust is as critical as delivering remarkable experiences and performances.

After headlines about hacks on non-profit and government-funded organisations around Australia, Arts Centre Melbourne amplified the scrutiny of its own security infrastructure, acknowledging that to uphold its commitment to security and stewardship, it needed to invest in a managed security operations solution.

After evaluating various providers, Arts Centre Melbourne chose Arctic Wolf due to its local footprint in the region, integration options, tech stack capabilities, and full-time monitoring.

“We just didn't have eyes on what we needed to within our IT environment,” Head of IT Infrastructure Brett Caldwell said. “We knew we needed to get a service in place that would give us that visibility. Arctic Wolf delivered that for us.”

Vendor-Agnostic MDR Offers 24x7 Protection

Caldwell was confident in Arts Centre Melbourne's existing cybersecurity technology prior to Arctic Wolf. However, the solutions in place didn't integrate smoothly with each other. Being a large and complex organisation stretched the IT team's resources, keeping them busy juggling the noisy, day-to-day alerts from different dashboards, distracting from a focused monitoring of the environmental threats.

Finding a partner that could easily integrate with their existing technology while reducing the internal IT burden was critical.

“Arctic Wolf's offerings were almost a perfect match for the products we had in place,” Caldwell said.



Vendor-agnostic, Arctic Wolf® Managed Detection and Response, powered by the Aurora™ Platform, can ingest and correlate data from multiple sources across an organisation's IT estate, including endpoint, network, identity, and cloud sources. This creates comprehensive visibility, triaged alerting, and the ability for security teams to view all the data and alerts through a single pane of glass.

Caldwell was particularly impressed with how seamless the implementation was, given the centre's complex digital operations, which includes a high number of users, third-party applications, and partner and patron data.

"We needed a quick, efficient, and effective solution," he said. "From initial kick-off to full implementation with Arctic Wolf, it took only eight days."

That efficiency carries through from onboarding to day-to-day operations. By blending advanced technology, AI, and human expertise, Arctic Wolf MDR filters and triages alerts so the IT team only receives what is timely and actionable.

"The detection and response pace of Arctic Wolf is vital," Caldwell noted. "Like most organisations, our team just doesn't have capacity to sit there and try to detect everything."

For Arts Centre Melbourne, 24x7 monitoring is critical. The organisation doesn't keep traditional hours — systems stay online and data flows late into the night and on weekends. The IT team must ensure smooth operations while safeguarding sensitive data, from patron PII to financial records.

"While we're focused on keeping the lights on for the business, MDR fills our security operations gaps," Caldwell said. "Having eyes-on-glass 24x7 is not something we could achieve in-house."

Concierge Experience Pushes Security Posture Forward

Beyond reducing overall risk through MDR, Arctic Wolf also helps Caldwell's team make proactive improvements through support from the Concierge Security® Team (CST).

"It's been great having someone local who understands our market and unique challenges," Caldwell said.

Dedicated to Arts Centre Melbourne, the CST conducts in-depth security posture reviews (SPiDRs) of the organisation's estate, answers pressing questions, and supports long-term security goals such as Essential Eight compliance.

"The CST always comes prepared to our meetings, with reports that outline the current state of our environment," Caldwell noted. "It keeps our team's eyes open to issues and areas for improvement."

The CST also guides the team on actions related to security risk scores, vulnerability alerts, and emerging threats. Caldwell even recalled times when Arctic Wolf alerted them to localised threats hours before the government cyber threat intelligence services. This consistent support keeps his team focused on the right issues with the right urgency.

"It's those sorts of scenarios where Arctic Wolf really helps — highlighting vulnerabilities we wouldn't otherwise see. It's almost like having a full security resource in-house."

Comprehensive Security That Meets Arts Centre Melbourne's Mission

Arctic Wolf delivers a comprehensive approach to keep Arts Centre Melbourne protected, including both reactive and proactive security initiatives. As the Centre safeguards its role as a cultural institution, Arctic Wolf helps safeguard its digital infrastructure — ensuring resilience, preparedness, and trust across its operations.

"Investing in a managed security service was a great decision for Arts Centre Melbourne," Caldwell stated, looking back on the partnership thus far. "Detection and response capabilities are a non-negotiable and having that one dedicated team makes a major difference."

