

Company at a Glance

Spectrum Consulting

sc.nz

A New Zealand based company, Spectrum Consulting provides critical data infrastructure, data and security services, private cloud solutions, and a sovereign, local scaler-based cloud platform. With a focus on people-first IT, Spectrum focuses on delivering solutions for large enterprise and government clients across a range of verticals with critical infrastructure requirements.

Challenges

- Spectrum provides managed security and logging for client networks but needed 24x7 security monitoring with integrated MDR
- They wanted a full SOC to protect Spectrum's environment and manage third-party risk for security and compliance

Results

- 24x7 monitoring of endpoint, network, cloud, and identity sources
- Collaboration with Arctic Wolf Concierge Security® Team, resulting in improved security posture
- Ability to comprehensively secure customer environments through Arctic Wolf

Arctic Wolf Helps Spectrum Provide Enterprise-Grade Protection for New Zealand's Critical Infrastructure

“Arctic Wolf has a great, security-first culture. Instilling that culture in our own organisation is a very important part of security and a key part of what Arctic Wolf does for us.”

— Deane Jessep, Chief Technology Officer and CISO, Spectrum Consulting

Spectrum Consulting is a technology and IT provider with a large responsibility. The organisation delivers mission-critical services to some of New Zealand's largest enterprises — managing the systems and platforms that keep major organisations running.

“We're a service provider with administrative access to some of the most important platforms in New Zealand,” explained Chief Technology Officer and CISO Deane Jessep. “This makes us a target and an attractive attack surface. We take that very seriously.”

When looking at managed security providers, Spectrum's requirements were clear: a security operations center (SOC), 24x7 monitoring and response capabilities, and ISO 27001/SOC2 Type II compliance. They selected Arctic Wolf to secure their own operations — and the results exceeded expectations. Today, Spectrum not only relies on Arctic Wolf for their internal security but also delivers it as a core security offering to their customer base.

“Arctic Wolf is a complete solution,” Jessep said. “It's been very complementary to what we provide our clients.”

MDR Provides Complete Coverage for Spectrum and Their Clients

Arctic Wolf® Managed Detection and Response (MDR) delivers the comprehensive security coverage Spectrum needs — both for their own operations and their clients. The solution provides 24x7 monitoring across networks, endpoints, identity systems, and cloud environments, enabling rapid detection and response to cyber threats. The solution also filters out false positives and low-priority alerts, ensuring Spectrum's team focuses only on genuine threats and enabling quick, effective remediation.



Spectrum Information Security Manager Zoe Baikie stated, “MDR has helped us refine identity security and access governance through detailed, swift alerting.” In multiple instances, MDR detected identity anomalies, including unexpected and unauthorised foreign login attempts. These alerts provided Spectrum’s team with detailed context for rapid response.

“The big aspect Arctic Wolf offers is visibility,” Baikie said. “It gives the visibility of seeing how and where our engineers are accessing client environments, and it provides eyes-on-glass for our customers on the critical platforms we support.”

Creating A Culture of Security for Spectrum and Customers Alike

Strong security takes more than just technology, and Arctic Wolf understands this, pairing cutting-edge AI technology with human expertise.

The Arctic Wolf Concierge Security® Team meets with Spectrum’s IT department consistently, helping them understand previous alerts and issues while pushing their security posture forward through organisation-specific recommendations. This collaboration fosters tangible improvements and an ongoing security-minded culture.

“The CST is incredibly responsive,” Baikie said. “They are always happy to help if we get stuck. It’s an excellent experience, especially in comparison to some other service desks who prematurely close tickets and don’t follow up.”

CISO Jessep stated that the people are a key reason why he chose Arctic Wolf as the security operations provider for Spectrum, noting how the CST, and others, help both their teams and their customers.

“You have to have the right culture for security,” Jessep said. “I think it’s a very important part of what Arctic Wolf does for us. It helps support that culture with their actions, which then affects the way we engage with our customers. That, in turn, gives our customers trust in us.”

This culture creation extends to Arctic Wolf Managed Security Awareness®, which delivers microlearning-focused training that reduces human risk. Spectrum has seen direct results; such as employees questioning possible phishing scams and regularly discussing Spectrum’s security posture as part of what they deliver to clients. “It’s the best cyber-awareness management and training platform I have ever seen,” said Jessep.

“There’s a lot more awareness generally about security,” Baikie said. “People are a lot more hesitant when they see something a little suspicious.”

Providing Peace of Mind Through Security Operations

Arctic Wolf’s comprehensive approach secures both Spectrum and their enterprise clients. The solutions are fully managed, paired with security expertise, and allow Spectrum’s IT team to spend time serving their customers, not worrying about security concerns.

“Arctic Wolf is so good that I almost don’t even have to think about security issues because I know they always are,” Jessep stated. “We’re really happy with Arctic Wolf and I would recommend them to everyone. It is never too soon to start your security journey.”

