

Achieving Essential 8 Compliance: Town of Victoria Park Unifies Security for Operational Excellence

Case Study - Public Sector, Local Government (Australia)

CHALLENGES

- **Fragmented Tool Sprawl:** The previous security stack relied on a mix of seven or more distinct point solutions for application control, patching, remote support, and EDR. This resulted in excessive management overhead and prohibitive costs.
- **Compliance Complexity:** Achieving the mandated Australian Essential 8 compliance, required for auditing by the Office of the Auditor General, was difficult due to scattered reporting and disparate product capabilities.
- **Unreliable Device Provisioning:** The Town's transition to modern management (Intune Autopilot) was hindered by inconsistent and unreliable application deployment, slowing down new device setup and policy iteration speed.
- **Lack of Privilege Control:** The environment lacked a comprehensive solution for Privilege Elevation Management (PEM) and access controls, preventing the enforcement of a foundational policy of least privilege.

SOLUTION

Heimdal was chosen for its ability to deliver comprehensive, high-value security in a consolidated, affordable suite. The platform replaced the fragmented stack and provided deep integration across critical modules.

Key Components Deployed:

- **Application Control:** The critical module chosen for enhanced security and Essential 8 compliance, providing tight control over software execution.
- **Privilege Elevation and Delegation Management (PEDM):** Used for enforcing the policy of least privilege and providing controlled, temporary administrative access without compromising security.
- **Next-Gen Antivirus & Firewall:** Deployed for robust core prevention and comprehensive endpoint security, replacing previous EDR solutions.
- **Patch & Asset Management with Infinity Management:** Used to automate and reliably manage application patching and software deployment, solving the unreliability issues with their existing provisioning tools and enabling self-service installs.
- **Managed Extended Detection & Response (MXDR):** Provides 24/7 monitoring and reporting, offering a "second set of eyes" to catch threats missed by local MSSP/SIEM solutions.
- **Remote Desktop:** A secure alternative to previous fragmented remote support tools (Go-to-Support, VNC, TeamViewer) for efficient administration.

INTRODUCTION

The Town of Victoria Park is a local government authority in Western Australia, facing the critical challenge of consolidating a fragmented, expensive security stack to achieve advanced regulatory compliance. The municipality required a high-value, unified platform to reduce operational overhead, meet stringent data privacy mandates, and satisfy the rigorous standards of the **Australian Essential 8 compliance framework**.



TOWN OF
VICTORIA PARK

ABOUT

The Town of Victoria Park is responsible for providing a vast range of public services. Its operational scope is highly complex, giving the organization an IT infrastructure equivalent to managing 15 to 20 different businesses within a single entity. The Town is committed to meeting state legislation, data privacy concerns (such as the WA PRIS Act), and the security standards set by the Australian Essential 8 framework for public sector auditing.

IMPACT AND BENEFITS

- **Essential 8 Compliance Achieved:** Heimdal's comprehensive suite covers almost all controls required under the Australian Essential 8 framework, positioning the Town to meet **Maturity Level Three** compliance and simplifying future audits.
- **Streamlined Operations and Cost Reduction:** The project consolidated over seven tools, resulting in a dramatic reduction in cost and management complexity. This shift freed up IT resources for strategic projects.
- **Fixing Intune Deployment:** The new workflow uses Intune for only four applications, with **Heimdal managing all subsequent app deployments**. This simplified the device setup process, enabling rapid policy iteration and consistent deployment across endpoints.
- **Advanced Monitoring and Security Validation:** The MXDR service provides valuable operational assurance through **proactive threat hunting and triage**. The Heimdal MXDR team identified **more alerts** than the Town's previous Managed Security Service Provider (MSSP), proving the platform's higher efficacy in threat detection and security validation.
- **Self-Service and Workload Reduction:** The self-service application portal eliminated routine administrative requests (e.g., for installing Acrobat or AutoCAD), significantly reducing the IT team's support workload and saving time.
- **Strategic Data Residency:** The Town's commitment directly led to the establishment of an **Australian data center**. This removes a major procurement barrier for other local governments concerned about state legislation (like the WA PRIS Act) and data sovereignty, positioning Heimdal as the definitive choice in the region.



WHY HEIMDAL FOR LOCAL GOVERNMENT

Local government and public sector bodies must balance strict regulatory requirements with the responsible management of public funds and limited internal resources. Heimdal delivers a unified platform designed for operational resilience, compliance, and efficiency for lean IT teams.

- **Purpose-Built Protection:** Heimdal defends public sector networks from phishing, ransomware, and endpoint threats, crucial for safeguarding citizen data and public infrastructure.
- **Supports Regulatory Frameworks:** The platform helps institutions meet demanding compliance standards (e.g., **Australian Essential 8**, GDPR, NIS2) through automated tools, detailed logging, and auditable policies.
- **Unified Platform, Lower Workload:** A single dashboard to manage security across diverse operating systems consolidates multiple tools, reducing sprawl and empowering IT teams with faster, simpler administration.
- **Scalable & Budget-Conscious:** Heimdal is flexible enough for any municipality size, offering maximum protection and consolidating tools to provide the best possible value for public spending.

CONCLUSION

The Town of Victoria Park's decision to partner with Heimdal was a strategic move that solved immediate operational headaches and placed the municipality on a firm path toward advanced regulatory compliance. The platform delivered high security value for rate-payer money, proving that unified security is key to operational excellence in local government.



"For other local governments, I sort of just consider it a no-brainer. It offers an amazing level of value versus the alternatives. I was able to reduce my net cost by using Heimdal and multiple modules, including all of the time savings."

- Aaron Dingle,

IT Services Coordinator, Town of Victoria Park



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