



Customer story

IMB Bank



IMB Bank: Proactively Securing Members' Data for the Future

Cyber focused. Future ready.

IMB Bank (IMB), a leading NSW-based mutual bank, is deeply committed to the financial well-being of its members.

With a rich history spanning over 140 years, IMB is focused on delivering world-class, highly available, resilient, modern and secure IT systems and services. Their proactive stance on cyber security is driven by a vision to keep member and bank data safe, while supporting the success of the business.

The challenge.

IMB has long understood the need to anticipate future cyber security challenges, rather than just reacting to immediate threats. With a long-term security vision, the bank recognised that staying ahead in an evolving threat landscape required more than just maintaining their current security posture. They also needed a partner to help them as they continue to mature their operations to meet future needs.

Enrico Conte, Manager Information Security Officer at IMB Bank, emphasised the importance of being prepared:

“We didn’t want to wait until something forced us to take action. Our goal was to set ourselves up for the future, knowing that the decisions we make today will serve us in staying secure in 3, 5, or even 10 years from now.”

The solution.

After a thorough evaluation process, IMB selected Microsoft Sentinel as their preferred SIEM solution, which would allow them to build on their already robust security monitoring and incident response capabilities. However, deploying and managing the Sentinel platform required expertise, and for this, IMB partnered with Macquarie Cloud Services. The Macquarie team took charge of Sentinel’s deployment, providing continuous oversight, optimisation and management through their 24/7 Security Operations Centre (SOC) to ensure seamless performance.

Enrico reflected on the decision to partner with Macquarie Cloud Services:

“We wanted a solution that could grow with us and offer flexibility in the future. Microsoft Sentinel was a perfect fit because it allowed us to have control over our security infrastructure, but it was Macquarie Cloud Services’ expertise and management that completed the solution.”

Enrico and team appreciated the fact that Macquarie Cloud Services didn’t just deploy the solution and walk away. Instead, they integrated their operations closely with IMB’s existing infrastructure, creating a seamless partnership.

It’s not just about delivering the technology and systems integration; it’s about the way Macquarie Cloud Services worked with us. They took the time to understand our business and our infrastructure, not just the requirements, and they’ve become an extension of our team. Their approach wasn’t transactional – it was collaborative.

Enrico, IMB Bank

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Technical solution overview.

1. Microsoft Sentinel deployment and configuration on Azure, customised for IMB's infrastructure to support threat monitoring.
2. Onboarding of in-scope devices and data sources using Macquarie Cloud Services recommended collection methods for continuous log ingestion.
3. Managed XDR Services – Complete governance and best practice configurations for the entire Defender XDR eco system, managing security tooling across the organisation.
4. 24/7 security monitoring and incident response provided by Macquarie Cloud Services SOC for real-time threat detection and analysis.
5. Ongoing service reviews and optimisation of Sentinel with tailored rules, playbooks and custom PowerBI dashboards.
6. Data sovereignty within Australia, with all data managed on compliant Azure infrastructure within the customers own tenancy.
7. Custom security orchestration capabilities (SOAR) developed by MCS in collaboration with IMB to enable rapid containment, isolation and eradication ability to the MCS SOC.

Outcomes.

Macquarie Cloud Services' approach includes proactive monitoring and ongoing reviews, integrated with IMB's infrastructure. They conducted workshops to design and implement SIEM components tailored to IMB's systems, from configuring Azure Sentinel Workspace to on-boarding logs and enabling threat feeds. This hands-on engagement allows IMB to rely on Sentinel's security capabilities without direct management, freeing up IMB's resources to focus on member services.

"The partnership with Macquarie Cloud Services allows us to concentrate on our mission of serving members while knowing our security is in expert hands," said Enrico.

However, IMB's decision to partner with Macquarie Cloud Services wasn't just about meeting their immediate security needs; it was also about setting themselves up for long-term success with a future-proofed security infrastructure. With the new partnership in place, IMB has a security solution that will scale with

them as they grow and evolve in the years to come.

"We asked ourselves one key question throughout the process - if we doubled in size tomorrow, would our security infrastructure be able to handle it? Thanks to Macquarie Cloud Services and Microsoft, the answer is yes. We're ready for whatever the future holds," Enrico said.

Another key element of the partnership with Macquarie Cloud Services is regular reviews of IMB's systems, with recommendations for optimisation.

"What I really appreciate about working with Macquarie Cloud Services is their focus on continuous improvement. They don't just monitor the system; they proactively suggest ways we can improve it, and that's what we need in today's fast-evolving threat landscape," said Enrico.

Finally, another significant advantage for IMB has been the access to Macquarie Cloud Services' extensive pool of talent and expertise - a perfect complement to IMB's in-house experts. Whenever IMB has a question or a new challenge, Macquarie Cloud Services'

team taps into their broader network to find the right solution.

"It's like having an entire extended team of experts that we can call on at any time. Whether it's engineering support, security operations, or advice on best practices, Macquarie Cloud Services has the expertise we need," said Enrico.

Growing together.

Macquarie Cloud Services is quickly becoming more than just a service provider for IMB. By spending time understanding IMB's business and infrastructure, they've tailored their solutions to fit the bank's specific needs. This personalised approach is a key benefit for IMB.

"What sets Macquarie Cloud Services apart is the deep level of integration with our team," said Enrico. "They don't just treat us like another customer. They're constantly looking for ways to improve, and they take the time to understand how our business works."

IMB's partnership with Macquarie Cloud Services is proving to be a key support in the ongoing journey to further mature their security

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operations and setting them up for future growth. Through a collaborative, integrated approach, IMB continues to operate with a security framework that is not only robust but also scalable and adaptable to meet future challenges.

"We're not just securing ourselves for today. We're securing ourselves for the future, and with Macquarie Cloud Services as our partner, we're confident we can keep our members' data safe for years to come," said Enrico.