Keeping Australian state government health technology secure with training

Red Education   **CHECK POINT**

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PLATINUM ELITE ATC PARTNER

2022
CONTRIBUTION
mind

Red Education named top Check Point Platinum Elite ATC Partner 2022

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> *Red Education has been clear in communication and efficient in engagement with us – Matthew in particular has been very effective in making the information flow and vendor management as productive as possible.*
> ❞

Red Education

📞 1300 651 917

🌐 www.rededucation.com

📍 Suite 803, 50 Berry Street, North Sydney NSW 2060, Australia

CLIENT INDUSTRY - GOVERNMENT AGENCY

Our client is an Australian state government agency supporting the public health system by providing shared services to help solve complex problems and add value to public hospitals and health services.

CHALLENGES

Our customer had embarked on a mission to unlock the full potential of their existing technology and strategically align technology investments and the skills and experience of the team. The organisation's number one challenge was GRC (Governance, Risk Management and Compliance).

However, the team's limited understanding of their Check Point technology solutions was holding them back from achieving their GRC and productivity goals. Engineers were spending too long identifying the source of issues and how to remediate them, failing to meet regulatory, resource management and compliance SLAs.

SOLUTIONS

The Red Education Account Manager, Matthew Warner, worked closely with the tech team, giving them a deeper and broader understanding of how they could best utilise the Check Point applications, with clear and knowledgeable communication throughout. Our experienced instructor, Attique Bhatti, delivered Check Point CCSA and CCSE certification courses to the team.

OUTCOMES

After training, the team has improved their metrics in the internal (compliance and resource management) and external (regulatory) areas where they had not been meeting their SLAs. Check Point Helpdesk tickets were reduced by 57%.

The team gained new insights into Check Point applications and deliverables, able to deploy confidently using their existing technology solutions. Their training built both their knowledge and confidence to keep a critical government health technology platform open and secure.

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