

# IT Management and Cyber Security 'Uplift' in the Pipeline at Interflow

**Client**  
Interflow

**Scope of work**  
Managed Services

**Industry**  
Infrastructure



## About the Client

Founded in 1936, Interflow has become one of Australia and New Zealand's leading providers of trenchless pipeline solutions, specialising in the water mains, wastewater, stormwater and culvert sectors, and employs over 500 field crews and office-based staff.

## Overview

Technology plays a major role in Interflow's operations—and agility is the key to success.

"If there's a major pipeline that needs to be rehabilitated, we go in there and we do a no-dig reline. Our technology allows the sewer to continue being in use and reline it, and restore it into fit and working condition, and give it a few extra years of life," explains Daniel Bogos, Interflow IT Technical Services Manager.

In order to achieve an optimised IT environment, Interflow knew they had to change its 'scattergun' IT approach, which was manual and cumbersome with limited visibility and weak security.

## Fast Facts

- Over 500 staff in ANZ
- IT Management uplift
- Enhanced Cyber Security posture
- Network redesign

## Problem

There was a need to modernise our IT management methods, explained Bogos. "We had a lot of cumbersome manual processes and a lot of the time it was a needle in the haystack approach," he said, explaining they had limited network documentation, a lack of visibility and oversight, and needed to undergo an intense discovery process.

Additionally, with some network equipment older than 10 years, a major redesign was crucial to boost employee mobility and ramp up agility. "We had gaps in our systems and we had some consumer grade networks and Wi-Fi routers where an Enterprise solution was required," explained Bogos.

Cyber security had become another pressing concern over the last three years, with Bogos admitting that their IT and security maturity was only in its early stages. Interflow weren't looking for an out-of-the-box solution, but rather a partner that could take them on an IT journey.

"We were looking for a partner that could examine our overall IT efficiency, and determine ways to optimise our IT environment, as well as help us work better. We also wanted to have a centralised partner for purchasing – hardware, software and professional services. We wanted someone that could bring ideas to the table, sit down with us and strategise," said Bogos.

**Client**  
Interflow

**Scope of work**  
Managed Services

**Industry**  
Infrastructure

“Security can be underfunded, and many people don’t want to talk about it until a hack occurs. But this solution now gives us peace of mind. It’s robust, and we don’t have to even think about it. If there are issues, we get notified by email. The Atturra Managed Services support team is on tap to help us out when needed”

*Daniel Bogos, IT Technical Services Manager, Interflow*

### Solution

According to Bogos, “Atturra Managed Services ticked all of the boxes. They understood our business requirements and objectives, and are walking with us on a modernisation journey.”

The first step on that journey was strategising on the cyber security front. As part of the initial transformation plan, Interflow adopted the Sophos XG Firewall solution, which is now operating end-to-end in every branch to expose hidden risks and block threats.

Interflow have also adopted the Australian Cyber Security Centre (ACSC) Essential 8, as well as the 37 strategies to mitigate cyber security incidents.

“We believe the Sophos solution, as well as partnering with Atturra Managed Services, helped us achieve most of those goals.” Bogos explains.

In terms of their network, Interflow underwent a significant upgrade to HPE Aruba network infrastructure.

### Outcomes Achieved

Bogos said the company has come a long way in such a short time - and the IT team are now kicking goals and being widely recognised.

The solution has delivered a high level of cyber resiliency, oversight and management across all of their networks, he explains.

“The network is more reliable now after having increased bandwidth performance. It improves processing times for quality assurance checking, helps the employees in terms of mobility, and drives agility across the business. It allows our workforce to remain mobile and to access resources.” explains Bogos.

Now that Interflow has tasted success with its IT management and cyber security efforts, they plan to explore even more avenues with Atturra Managed Services.

They have consolidated all of their licensing and hardware purchasing and are looking ahead to connectivity, device management technologies, mobile device management technologies, and Infrastructure as a Service.

“In fact, we’re only on the first quarter of our journey,” says Bogos, “There’s a lot further to go and many more milestones to achieve.”

### Technologies

- Enterprise-grade Sophos XG Firewall
- A significant upgrade to HPE Aruba network infrastructure.