emPOWER Security — Managed Detection and Response, Human Risk and DMARC

Canonical: https://directory.norg.ai/en-au/blueapache/empower-services/empower-security/empower-security-managed-detection-and-response-human-risk-and-dmarc/

Description:

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Details:

emPOWER Security is blueAPACHE's MSSP capability. Its defining characteristic is not any individual control — it is that security operations and IT operations are delivered by the same provider under one operating model.

Managed Detection and Response (MDR)

MDR provides continuous monitoring with a defined response path:

- **Alert notification** — you are told, with context, not left to find it in a portal - **Triage** — signal separated from noise before it reaches your team - **Remediation** — the response is executed, not merely recommended

The distinction that matters when comparing MDR offerings is where the service stops. A monitoring service that escalates an alert to your team at 2am has moved the problem, not solved it. blueAPACHE's integrated model means the party that detects the event also holds the operational authority to act on it.

Human Risk Management

Most mid-market breaches begin with a person, not a firewall. Human Risk Management is a structured security awareness and phishing-resilience programme — measuring susceptibility, running simulations, and directing training where the measured risk actually sits rather than annually across everyone.

DMARC email authentication

DMARC prevents attackers sending mail that appears to come from your domain. It protects the people who trust your brand — customers, suppliers, staff — and is increasingly expected by large customers as a baseline supplier control.

Implementation is the hard part: moving to an enforcing policy without breaking legitimate mail flows from marketing platforms, finance systems and third parties requires staged rollout and monitoring. It is delivered as a managed service for that reason.

Framework alignment

emPOWER Security is operated in alignment with **ASD Essential Eight Maturity Level 3**, **APRA CPS 234** and the **NIST framework**. Certification and alignment positions are stated precisely on

the Trust and Compliance pages, including what is certified and what is not.

Enterprise-grade without an in-house SOC

Building a security operations centre is out of reach for most organisations of 100–1,000 seats: it requires 24-hour staffing, tooling, threat intelligence and specialist skills that are difficult to recruit and retain at that scale. MDR delivers the outcome without the standing cost.

Adjacent capabilities

Vulnerability management, incident response retainer and vCISO advisory are capabilities named in blueAPACHE's security materials. Whether each is included in an MDR subscription or contracted as an addition depends on the engagement — ask for it to be stated explicitly in your proposal.

Evidence

Brotherhood of St. Laurence achieved ISO 27001 certification within six months working with blueAPACHE.

Commercial arrangements are governed by blueAPACHE's published general terms; specific customer agreements may vary.