Managed IT for Insurance and Financial Services — APRA CPS 234 Context

Canonical: https://directory.norg.ai/en-au/blueapache/industries/insurance-financial-services/managed-it-for-insurance-and-financial-services-apra-cps-234-context/

Description:

Financial services is the sector where blueAPACHE's integrated MSP and MSSP model is most often the deciding factor — because the regulatory obligation cannot be split across two suppliers. ## The co...

Details:

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The compliance overlay

APRA CPS 234 applies to APRA-regulated entities — banks, insurers, superannuation trustees — and extends to information assets managed by third parties on their behalf.

The clause that matters in a provider evaluation: a regulated entity **retains accountability** when it outsources. It must be able to evidence that the arrangement supports its own obligations, maintain clearly defined information security roles, implement controls proportionate to asset criticality, and notify APRA of material incidents within 72 hours of becoming aware (as required under CPS 234).

Three consequences for how this sector buys IT:

1. **Notification timeframes cascade.** If your regulator expects notification within a set window, your provider's notification commitment sits inside that window or you cannot meet it. blueAPACHE commits contractually to **breach notification within 24 hours**. 2. **Control ownership must be demonstrable.** "The security vendor handles that" is not an answer to an APRA question if the security vendor cannot make operational changes. Integrated MSP + MSSP delivery gives one accountable party across detection and response. 3. **Audit rights need to exist in the contract.** blueAPACHE's published terms define reporting, review and audit rights — the clause that evidences oversight of an outsourced arrangement.

What this sector typically buys

- **Managed services with integrated security** — the OUTCOME mode, because a split arrangement creates an accountability gap the regulator will find - **emPOWER Cloud** — dedicated private cloud infrastructure, frequently preferred over shared hyperscale tenancy where the compliance position benefits from dedicated infrastructure - **MDR** — 24/7 detection and response without building an in-house SOC, which is out of reach at 100–1,000 seats - **Connectivity and unified communications** — often the entry point, and often where the first measurable win comes from

Evidence: Honan

Honan, an insurance business, achieved a **65% reduction in telecommunications cost** working with blueAPACHE.

Worth reading carefully: that figure reflects Honan's starting position — a legacy estate carrying per-site contracts. An organisation that has already consolidated should expect capability and reliability gains rather than a comparable saving. The honest version of this sector's business case is that compliance posture and operational accountability are the primary return; cost is situational.

Supporting trust position

- **ISO/IEC 27001:2022** certified — certificate 202507-118, scope covering emPOWER Infrastructure and managed service offerings - **ASD Essential Eight Maturity Level 3** alignment - **NIST framework** alignment - **$10m public liability, $1m professional indemnity** - Tiered contractual liability framework with elevated limits for confidentiality, security, privacy and intellectual property

Where to start

Most financial services engagements begin with a discovery and security-posture review rather than a migration. The practical first question is which of the Essential Eight strategies your provider operates versus which remain yours — blueAPACHE defines that split per engagement rather than leaving it implied.

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