Silk Logistics Holdings

CYBER
READY

mailguard

Silk Logistics Holdings is an ASX listed entity with 1,878 employees and turnover of $554M. 100% Australian-owned, it provides integrated, port-to-door, landside logistics services to some of the world's biggest names.

We spoke with **Daniel de Jager, CISO** - "The smooth flow of electronic data is essential to our supply chain operations. Any disruption to this data flow could halt our logistics processes, affecting everything from trucks moving to goods being unpacked at shopping centres. Ensuring these systems are operational is a priority for us, and it is something that keeps us vigilant daily."

"From a threat perspective, we've observed that the most common attack vector over the year has been email-based threats. Attackers often use this tactic to gain initial access by harvesting credentials and establishing persistence within the environment.

Fortunately, our layered security approach, combining solutions like MailGuard and Defender 365, has proven effective in mitigating these threats, and we haven't seen any significant incidents of credential compromise.

In cybersecurity, simplifying processes is key, especially when you don't have a massive team in-house. The support we received from partners like MailGuard has been invaluable to date. The support team is highly responsive and knowledgeable, which has made a big difference for us. They have a deep understanding of what they are doing, and their experience shows.

During the transition to MailGuard, their support was exceptional. For instance, when we carried out the cutover, we experienced minimal false positives-far fewer than what we anticipated. This kind of smooth transition is a testament to the team's expertise and commitment.

What stands out is that they go beyond just meeting the SLA requirements, they are proactive in ensuring everything runs smoothly. This level of dedication is exactly what we need in a partner, given the critical nature of email security in our operations.

The decision to move to MailGuard was driven by a thorough and rational assessment. We replaced a well-known global mail filtering solution with MailGuard based on a detailed evaluation of its capabilities, support structure, and alignment with our specific needs. It was important for us to choose a solution that

provided simplicity, effectiveness, and confidence, and MailGuard met those criteria well.

Threat actors will always seek opportunities to exploit vulnerabilities. What will evolve, however, is the level of sophistication and the methods they use. We're already seeing more automation, machine learning and artificial intelligence being deployed on both sides, which will likely continue to escalate.

As defenders, we must adapt to this reality by constantly thinking ahead.

Ultimately the future of cybersecurity will be about staying agile, informed, and ready to pivot as threats evolve. It's not just about the technology; it's about strategy, teamwork, and resilience. In this high-stakes environment, every decision counts, and preparation is key.

Tools like MailGuard give us visibility into the types of threat we're facing. These insights are vital as they help us understand the tactics used by attackers and to adjust our defences accordingly.

Our goal is always to execute our plan fully and thoroughly. It's a journey, but we're focused on tackling the critical challenges head-on and making substantial progress swiftly and efficiently.

Secon Freight and Logistics, a part of the SLH group, was already using MailGuard, which provided an opportunity for us to evaluate its effectiveness firsthand. This hands-on approach, combined with a financial analysis and a key decision document, allowed us to make a well-informed choice that aligned with our strategic goals.

I've worked with various vendors, and, through that experience, I've learned the importance of transparency and straightforward communication. In the past, there were instances where we faced challenges with service providers due to a lack of clear responses and consistency, particularly when handling incidents. For me, it's crucial to work with partners who value open dialogue and trust, as those elements are key to building strong, lasting relationships.

What stood out for me about MailGuard was their confidence in their solution and their willingness to put their reputation on the line. As I told our CIO, MailGuard's approach demonstrated a high level of assurance and commitment to quality, which aligns well with our values. It's a refreshing difference compared to some of the more complex and opaque experiences I've had previously.

Getting hands-on and working alongside the team to demonstrate value has been key. When we show tangible improvements and a better way of doing things, it fosters openness to change and growth. This approach has been a significant part of our journey and success over the past year at Silk.

The cybersecurity problem

"The smooth flow of electronic data is essential to our supply chain operations. Any disruption to this data flow could halt our logistics processes, affecting everything from trucks moving to goods being unpacked at shopping centres. Ensuring these systems are operational is a priority for us, and it is something that keeps us vigilant daily.

There is no room for complacency. We have seen other companies in our sector experience significant impacts, often because of phishing attacks or not patching internet facing assets. It is a harsh reality of the cybersecurity landscape, and we need to stay ahead by being vigilant and proactive."

The solution

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The benefits

- This project represents a major strategic milestone for us, showing how we are collectively maturing and enhancing not only our security controls but our business as a whole.
- Simplifying processes is key, especially when you don't have a massive team in-house.
- The support we received from partners like MailGuard has been invaluable to date. The support team is highly responsive and knowledgeable, which has made a big difference for us. They have a deep understanding of what they are doing, and their experience shows.
- Keeping in mind our objective of consolidating all technology under the same stack. It was clear that MailGuard could simplify our processes and align with our strategic directions.

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