



Secure ISS Strengthens Cyber Resilience and Trust with Toowoomba Grammar School

A trusted partnership built on visibility, leadership confidence, and personalised support.

Founded: 1875

Location: Queensland, Australia

Industry: Independent Education

Students: 1200+ (Prep to Year 12)

Partnering Since: December 2021



About Toowoomba Grammar School

Toowoomba Grammar School (TGS) is one of Queensland's most respected boys' schools, founded in 1875. It serves over 1,200 students from Prep to Year 12, including more than 300 boarders, and is known for its commitment to academic excellence and values-led education.

Recognised as a Microsoft Lighthouse School, TGS continues to lead in digital learning and innovation. The school is currently building a new Design, Engineering, and Technology Centre to support skills in robotics, virtual reality, and AI.

With 24/7 operations and a high duty of care to its students, families, and staff, cybersecurity is a strategic priority.

The Challenge

In late 2021, TGS identified a growing need for greater cybersecurity visibility, better after-hours protection, and clearer cyber risk reporting. The school's internal IT team, already managing a busy mix of infrastructure and day-to-day support, needed a way to reduce alert fatigue and focus on long-term goals.

At the time, the school was using a basic monitoring solution that didn't provide the depth or responsiveness needed. After-hours threats often went unnoticed. There was no single view of the school's risk exposure. And there was no easy way to translate technical information into clear reports for senior leadership or the school board.

The school wanted a trusted partner who could bring both technical capability and practical understanding of the education sector.

Trusted Cybersecurity

Advisory

Secure ISS became the school's trusted IT adviser. Ron, Head of IT, regularly engages Secure ISS leaders for input on cyber strategy, board communication, and emerging threats.



"What I value most about working with Secure ISS is the people. When I pick up the phone, I know someone I trust will answer, and they'll understand the school, our environment, and what we're trying to achieve. Whether I need input on strategy or help in the moment, the response is always thoughtful, clear, and timely."

— **Ron, Head of IT**, Toowoomba Grammar School

What the Data Shows

Over the past year, Secure ISS has logged:

- 7.2 billion+** events across firewall, endpoints, Microsoft 365, and more
- 67,000+** interactions with known malicious IPs, mostly from the Guest Wi-Fi network
- 54** confirmed offenses, including suspicious login attempts and misconfigured admin privileges
- 0** high-impact incidents requiring escalation beyond SOC containment

Real-Time, Human-Led Response

The Secure ISS SOC operates under a strict Service Level Agreement (SLA):

- Critical (P1): Acknowledged within 30 minutes, client notified within 60 minutes
- High (P2): Acknowledged within 60 minutes, client notified within 2 hours
- Medium (P3): Acknowledged within 4 hours
- Low (P4): Acknowledged within 8 hours

Each incident is reviewed and resolved in close collaboration with the school's IT team. Key stakeholders are looped in early, and remediation is guided by context.

Personalised Support That Builds Trust

One of the biggest differentiators for TGS has been Secure ISS's responsiveness and personalised approach. Monthly meetings, ad hoc support calls, and open lines of communication mean the school team always feels supported, and never like just another client.

Secure ISS also shares insights across its school partnerships, helping Ron and his team stay ahead of education-specific threats and sector trends.

Built for the Future

As TGS continues to expand its digital footprint, Secure ISS remains a trusted partner, helping the school adapt to emerging threats while supporting its long-term goals.

With services spanning threat detection, vulnerability management, incident response, and strategic advisory, TGS is better prepared to navigate cyber risks today and into the future.

Let's Talk About Your Cyber Story

Every school has a unique environment, risk profile, and set of responsibilities. At Secure ISS, we don't believe in one-size-fits-all cybersecurity.

If you're looking to improve visibility, meet compliance goals, or engage leadership with confidence, we're here to help.

We'll take the time to understand your environment, your goals, and your people.

Talk To Our Team Today

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