



CyberOne

International IDEA

Securing Global Democracy Through Resilient Cyber Defence

Case Study



Overview

International IDEA is a global intergovernmental organisation committed to advancing sustainable democracy worldwide. With its users distributed across its Stockholm headquarters and over 20 regional offices, the organisation supports electoral processes, democratic governance and political participation, particularly in developing and transitional democracies.

With highly sensitive political and personal data and operations often spanning regions with elevated cyber risk, they must contend with threats from state and non-state actors. As digital communication and collaboration become central to fieldwork and policymaking, organisations like International IDEA must ensure robust cyber security to protect their operations, maintain stakeholder trust and uphold the integrity of their mission.



Challenge

As a globally distributed organisation operating in sensitive political environments, International IDEA faced complex cyber security demands. It required a modern, proactive security posture to protect against advanced threats, including potential nation-state actors.

Key challenges included:

- Strengthening endpoint and infrastructure security.
- Enhancing secure remote access across a globally dispersed workforce.
- Managing vulnerabilities and ensuring timely patching.
- Ensuring compliance with international data protection and governance standards.

To meet these needs, International IDEA sought a trusted partner to deliver comprehensive managed security services with the agility to support its operational footprint.

At a Glance

Customer:

International IDEA

Industry: Government

Solutions:

Managed Security Services

Technologies: Microsoft

Security, Automox and Cato Networks



Solution

Following a competitive tender process, CyberOne was chosen to provide robust Managed Security Services built around its Microsoft investment.

International IDEA leverages the Microsoft Security ecosystem, Microsoft Sentinel for SIEM, Defender for Endpoint, Entra for Identity & Access Management and Intune for device compliance and policy enforcement. The service also supports future integration opportunities for Microsoft Purview and Priva for data protection and privacy.

CyberOne augmented the Microsoft environment with third-party solutions to enhance resilience and coverage:

- **Automox:** Delivered centralised, policy-based patch management across all endpoints.
- **Cato Networks:** Implemented a Secure Access Service Edge (SASE) solution for seamless, secure connectivity to internal applications from anywhere in the world.

This combination provided International IDEA with a fully integrated, scalable security posture tailored to its global mission.



Results

By partnering with CyberOne, International IDEA gained a comprehensive, scalable cyber security framework that aligned with its operational and strategic goals:

- **Enhanced Security Across Global Operations**
Providing centralised visibility and control, ensuring consistent protection across all offices, users and devices, regardless of location.
- **Improved Remote Access & Connectivity**
Cato's SASE solution enabled secure, high-performance access to internal systems for field teams and remote workers, supporting productivity without compromising security.
- **Reduced Risk of Data Breaches**
Proactive monitoring, rapid response and strong identity controls reduced the likelihood of cyber incidents and protected sensitive data.
- **Strengthened Patch & Vulnerability Management**
Defender and Automox delivered automated, policy-driven patch management across endpoints, significantly reducing exposure to unpatched vulnerabilities.
- **Increased Compliance & Governance Readiness**
The solution aligned with international best practices and supported readiness for evolving regulatory requirements across regions.
- **Executive Confidence in Security Operations**
Clear reporting, measurable outcomes and proactive collaboration with CyberOne's team gave senior leadership greater visibility and assurance in the organisation's security posture.

The solution has equipped International IDEA with a globally consistent, secure and future-ready cyber security framework. This empowers leadership with visibility, reduces operational risk and enables the organisation to fulfil its mission with confidence in an increasingly complex digital landscape.



CyberOne's information security solutions and services have significantly improved both our security posture and our operational efficiency. As an organisation with a global footprint and a vital mission, it's essential that our IT infrastructure is resilient, responsive and capable of supporting our work in complex and sometimes high-risk environments. CyberOne has delivered a level of expertise and service that has given us real confidence in our ability to manage cyber threats proactively.

There has been hugely positive feedback from across the organisation, particularly in regard to the collaboration and responsiveness of the CyberOne Security Operations Centre and Customer Success teams. Their professionalism, knowledge and commitment to supporting our internal team have made a real difference in how we manage risk and maintain continuity across all regions.

About CyberOne

A Microsoft Security Elite Partner and member of the Microsoft Intelligent Security Association (MISA), delivering world-class AI-augmented Managed Extended Detection & Response (MXDR) services. Our Microsoft-verified Managed XDR solution combines Microsoft's security platform with CyberOne's accredited experts to help organisations prevent, detect and respond to modern cyber threats faster while accelerating cyber maturity and maximising Microsoft investments.

Through our 24x7x365 Global Security & Network Operations Centre (SNOC), CyberOne provides continuous protection supported by NCSC-accredited Cyber Incident Exercising and Response, CREST-accredited SOC services and Penetration Testing, alongside clear, measurable service level agreements (SLAs). CyberOne's Consulting, Professional and Managed Security services help organisations protect critical operations, strengthen compliance and move confidently from cyber risk to cyber resilience.



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