



BERGEN OP ZOOM STRENGTHENS ITS DIGITAL RESILIENCE

Ordina presents realistic step-by-step plan to enhance cybersecurity

Local authorities try to provide their citizens and businesses with the best possible digital services. More widespread digitisation has increased the importance of information security and privacy, and the Municipality of Bergen op Zoom in the Netherlands is no exception.

Digital workplace

“As a local authority, we are constantly thinking about our digital security and about protecting citizens’ interests,” says Hans Baaten from the Municipality of Bergen op Zoom. “We always want to take our own digital resilience to a higher level. To avoid security incidents in the future, we needed to take measures to optimise our employees’ current digital workplace, which is based on Office365, and make it even more secure.”

Good tips

Bergen op Zoom issued a tender and, after considering the responses, chose Ordina. The IT service provider from Nieuwegein emerged as the best in terms of experience, professionalism and price/quality ratio. “The Ordina team came up with a few good tips for increasing our digital resilience even during the initial interviews. That was an immediate quick win for us and an indication that the Ordina

consultants had the necessary knowledge and expertise to help us. As things progressed, it also became obvious that Ordina had a good understanding of the impact of security risks on a local authority. We were pleasantly surprised by the skills of the Ordina team, their focus on collaboration and the constant search for improvement possibilities. We were pleased with the collaboration between our client team and Ordina too – especially the relaxed yet professional and realistic way they worked.”

Step-by-step plan

Based on the Cyber Detection & Response solution, Ordina’s multidisciplinary High Performance Team presented a step-by-step plan that offered a good balance between practical feasibility and cybersecurity-focused thinking. The final advisory report clearly identified which recommendations should be prioritised and which could be implemented at a later date, depending on budget, time and resources. “Budgets were always a topic of discussion. Like all local authorities, we like to know what we should spend our money on first to continue optimising our digital resilience. It was exceptionally good that Ordina helped us to make those decisions.”

In good hands

The Municipality of Bergen op Zoom will be able to further optimise its digital security by implementing the recommendations in the report. "It is our responsibility that our citizens' data is in good hands here. It's only natural that they want to be sure that we're handling their information properly. Thanks to Ordina's analysis and recommendations, we can safeguard the confidentiality, integrity and availability of our citizens' data even more effectively."

Ordina's solution for Cyber Detection & Response

"Information technology figures increasingly prominently in almost every company's operations," comments Peter Groenewegen, Business Lead for Cyber Detection & Response at Ordina. The risk of cybersecurity incidents increases in parallel with the size and complexity of the IT environment, he says. "And the impact of a security incident on an organisation can be enormous. Unfortunately it isn't possible to prevent all security incidents, for various reasons. Hackers keep finding new ways of breaking into systems and networks, while organisations often have insufficient knowledge or an overall view of their IT environment, or they are using IT which can no longer be updated."

"But it is possible to minimise the business impact of cybersecurity incidents on organisations," continues Peter. "That's exactly what we do with the Ordina solution for Cyber Detection & Response. It enables us to offer a comprehensive approach in which we prepare an organisation for potential cybersecurity incidents and their business impact. We recommend specific measures to prevent cybersecurity incidents and also provide measures to enable cybersecurity incidents to be detected. Together, we can then take action against the detected cybersecurity incidents."

Further information

If you would like to know more about Ordina's Cyber Detection & Response solution, please contact Peter Groenewegen, Business Lead for Cyber Detection & Response.