Diamond IT builds future-ready security practice

How Dicker Data helped create and grow a market-leading managed GRC offering

BACKGROUND

Building trusted technology partnerships since 1996

Diamond IT has grown into a leading Australian Managed Service Provider. With a team of 50+ across Newcastle, Sydney, the Central Coast and Perth, they help businesses nationwide succeed using technology.

Security has been fundamental to their offering since day one. Their solutions have evolved from traditional firewalls and anti-viruses to the latest endpoint management, and now they specialise in Managed GRC (governance, risk and compliance) solutions – expertise that has positioned them well to address emerging risks.

CHALLENGE

Meeting evolving governance, risk and compliance demands

With cyber threats escalating and regulations tightening, Diamond IT recognised a growing need for businesses to meet evolving GRC standards.

With upcoming changes to Australia's Privacy Act, removing previous small business exemptions and the shift toward stricter cybersecurity compliance frameworks, they knew customers would need expert guidance more than ever.

Beyond technology to comprehensive protection

"This isn't just rolling out security technology – it's about providing comprehensive GRC consulting that maps hundreds of controls across people, processes and systems across a business," explains Robert Buck, Founder & Managing Director of Diamond IT.

"We needed to scale our capabilities to help customers achieve critical accreditations like ISO27001, Essential 8 and DISP while preparing them for changes to their work practices."

Their security approach has consistently focused first on technology, followed by the human element, which includes regular staff training and simulated phishing attacks to enhance security awareness.

However, they recognised that modern GRC requirements demanded extensive discovery, mapping and analysis of not only their customers' end-to-end technology ecosystem, but also their processes and policies.

Building a comprehensive GRC practice with Dicker Data

Diamond IT partnered with Dicker Data to fast-track their internal capabilities and develop a sophisticated Managed GRC offering. This collaboration began with three intensive strategy sessions examining specific business, technical and service delivery requirements.

"I've had the pleasure of working closely with Diamond IT over the last 5 years, and their agility, progressiveness, innovation and desire to provide optimal and secure services for their customers is a standout in the industry," says Darren Bennett, Partner Strategist at Dicker Data.

"To start, Dicker Data provided crucial guidance on navigating Microsoft's security ecosystem," says Martin Thurgate, Director & Owner of Diamond IT. "They helped upskill and deepen our expertise in Microsoft Business Premium, Microsoft 365 E3 and E5 to create progressive security maturity pathways for our customers."

Co-managed GRC approach for deeper customer success

Moving well beyond standard 'plug-and-play' security solutions, Diamond IT needed to deliver a high-value cyber consultancy that aligns deeply with each customer's needs.

This process includes:

- Detailed asset inventory and application assessment
- Internet connectivity mapping and access rule analysis
- Data classification and protection strategies
- Integration of people, process and technology controls
- Regular security awareness training and testing

The partnership extends beyond strategic advice. Dicker Data provides in-depth licensing expertise, hands-on support in customer meetings and targeted go-to-market activities, including a successful Business Premium campaign to engage existing and new customers.

OUTCOME

Leading the market in SMB security and compliance

By strengthening their GRC capabilities, Diamond IT leads the market in helping businesses navigate complex security and compliance.

They can now analyse and identify clear pathways to advance from Business Standard to Business Premium and ultimately toward complete E5 solutions.

"Around every 6 months, we meet to discuss our strategy and how Dicker Data can help. Over the years, we've helped Diamond IT create specialised services around productivity, collaboration and security. Governance, risk and compliance is the latest," adds Bennett.

"Our significant investments in GRC capabilities enable us to help customers navigate and meet their evolving mandated compliance requirements," says Buck.

Transformative results for the business and customers

Diamond IT has maintained independence while leading innovation:

- Became security and compliance experts in their market
- Built scalable pathways to meet compliance requirements
- Implemented best-practice protection across their own business
- Built deeper, more strategic customer relationships through GRC consulting

Diamond IT takes pride in remaining locally owned and run and staying at the forefront of technology and expertise. By developing their Managed GRC practice with Dicker Data, they have built a profitable, in-demand offering that delivers ongoing value to the business and customers.

With this foundation, they continue their mission of helping customers succeed as cyber threats and regulations evolve.

It's all about
growing together

As they have with Diamond IT, Dicker Data for Microsoft's local team is here to help Microsoft Partners modernise their practices, meet customers' changing needs, grow revenue and take the lead in the age of cloud, security and AI.

Connect with our team to learn how

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