themissinglink
An Infosys company

The Missing Link

Cyber Security

Protecting what matters most.

Strengthening security, one business at a time.

Cyber threats are evolving faster than most defences. Attackers now weaponise automation and AI to move at pace, target supply chains, and exploit gaps in governance. The economic toll is staggering - global cybercrime is estimated at ~US$10.5 trillion in 2025 and tracking towards ~US$12.2 trillion by 2031. The stakes are clear: resilience is now a business imperative, not an IT project.

For **over 28 years**, The Missing Link has been at the forefront of cyber defence, empowering organisations to navigate this complex landscape with confidence. Our **dedicated Security Division** provides comprehensive solutions, from assessing vulnerabilities to designing and managing tailored defences. With unmatched expertise, proactive strategies, and partnerships with **over 160 leading technology vendors**, we deliver the resilience and peace of mind enterprises need to thrive in an increasingly uncertain digital landscape.

Now part of the global **Infosys group**, *we combine local precision with international scale, giving you access to the world's best platforms, deep domain knowledge, and future-ready innovation.*

"Cybercrime is estimated at $10.5 trillion in 2025, and projected to rise further"

Three divisions. One partner. Complete confidence.

At The Missing Link, we bring together Cyber Security, IT & Cloud, and AI & Automation to power your business success. Whether you need to safeguard your data, optimise your infrastructure, or streamline your processes, our holistic approach ensures every element of your technology works in harmony.

Cyber Security

Protect your business with proactive, end-to-end security solutions tailored to your needs.

IT & Cloud

Build robust, flexible, and secure infrastructure to empower your modern workforce.

AI & Automation

Boost efficiency, reduce risk, and accelerate growth with cutting-edge automation and AI solutions.

Discover how our three divisions can transform your technology ecosystem.
Visit themissinglink.com.au

28+ **Years of IT innovation**
Decades of expertise solving IT and security challenges.

98%+ **CSAT**
Unmatched customer satisfaction, year after year.

1,500+ **Positive reviews per year**
Thousands of clients trust our service and expertise.

40+ **Awards won**
Recognising our leadership in innovation, growth, and technical excellence.

225+ **Security assessments completed yearly**
Helping businesses stay ahead of cyber threats.

200+ **Highly skilled professionals**
A growing team delivering expert solutions.

160+ **Strategic partnerships**
Collaborating with leading vendors to offer best-in-class technology.

1,400+ **Certifications**
held across 80+ different vendors and technologies.

& **Onshore team with global options**
Local expertise, backed by Infosys - a global powerhouse.

Strengthening your business with smarter cyber security

In an ever-changing threat landscape, businesses need more than just protection, they need resilience. Our comprehensive suite of cyber security services is designed to fortify your organisation, ensuring you can defend against threats, recover swiftly, and operate with confidence.

Managed Security Services

Our Managed Security Services, anchored by our Global Security Operations Centre (GSOC), deliver continuous protection through advanced solutions like Managed Detection and Response (MDR), Secure SD-WAN, and Vulnerability Management as a Service (VMaaS). With expertise in Network Security, SASE, Zero Trust, Endpoint Detection and Response (XDR), and the ASD Essential Eight, we provide tailored, globally certified defence strategies that safeguard your organisation against evolving threats while enhancing agility and resilience.

Services: Managed Detection & Response (MDR) | Patch Management | Vulnerability Management Continuous Automated Security Testing (CAST) | Security Awareness Training | Managed Firewall/IP/Web Gateway/Email Gateway | ASD Essential 8 | Privileged Account Management | SIEM Deployment & Management

Offensive Security

Our Offensive Security Services provide unparalleled expertise in safeguarding your organisation through targeted penetration testing and adversarial simulations. As one of Australia's only CVE Numbering Authorities, our elite team of Offensive Security Certified Professionals identifies vulnerabilities across critical systems while delivering advanced Red, Purple, and Gold Team exercises to test and enhance your defence and response strategies. With precision-crafted solutions, we ensure your organisation is equipped to anticipate, withstand, and recover from real-world threats, fortifying your overall security resilience.

Services: Red Team Exercise | Assumed Breach | Purple Team | Gold Team | Vulnerability Assessments | Penetration Assessments | Password Audit | SOE Security Assessment | MITRE ATT&CK Coverage Assessment Firewall Audit

Governance, Risk & Compliance (GRC)

We'll empower your organisation to navigate complex regulatory landscapes with confidence. Combining strategic expertise with advanced technology, we help you assess risks, align with standards like ISO27001 and The ASD Essential 8, and implement robust frameworks that enhance your security posture. Whether it's achieving compliance, mitigating risks, or strengthening resilience, our tailored solutions ensure your business operates securely and efficiently in an evolving threat landscape.

Services: Data Protection | Security Controls Review | MITRE ATT&CK Coverage Assessment | Workforce Security Assessment | Security Operations Maturity Assessment (SOMA) | ASD8 Assessment | M365 Security Assessment ISO27001 Services | Cloud Risk Assessment | Internal Audits and Gap Assessments

Network & Infrastructure Security

A secure, resilient network is a competitive advantage. Our solutions go beyond protection to empower your business. From safeguarding data with Network Security to securing cloud environments and critical systems with Operational Technology Security, we adapt to your unique needs. Endpoint security protects your team's devices, while Secure SD-WAN ensures seamless, high-performing connectivity. These services provide more than security - they give you the confidence to focus on growth, knowing your foundation is rock solid.

Services: Discovery & Assessment | Architect, Design & Build | Secure SD-WAN | Network Security Plan | Network Anomaly Assessment | Network Threat & Risk Assessment | Firewall Audit | Cloud Risk Assessment Cloud Configuration Review

Cyber Resilience

When disaster strikes - be it hardware failure, ransomware, or human error - your business shouldn't stop. Our tailored solutions protect your data, minimise downtime, and keep operations running. With secure backups, tested recovery plans, and continuous monitoring, we ensure you're ready for the unexpected. Built-in RTO and RPO ensure swift recovery, while on-premise or cloud-based options fit your needs. Gain peace of mind, safeguard your reputation, and stay resilient - disaster recovery is your safety net for success.

Services: Cloud backup | Backup | Disaster recovery | SmartPROTECT

Application Security

Our Application Security services are designed to embed security into every stage of the software development lifecycle. We help development teams build resilience from the start through secure coding practices, vulnerability assessments, penetration testing, and API protection. With tailored training and strategic guidance, we close the gap between software engineering and security. Whether you're deploying in the cloud, on-prem, or hybrid, we make sure your applications are secure, scalable, and ready for real-world threats.

Services: Secure Code Review | Application Penetration Testing | API Security Testing | Application Security Maturity Assessment | Application Security Training

Data Protection

Our Data Protection services help you take control of your most valuable asset - your data. We safeguard sensitive information with encryption, data loss prevention, secure backups, and cloud resilience strategies. Our team works with you to classify, govern and protect data across its lifecycle, aligning with regulatory requirements and business risk. Whether on-premise or in the cloud, we deliver practical solutions that reduce exposure, ensure continuity, and protect your organisation from data breaches and compliance challenges.

Services: Data Loss Prevention (DLP) | Encryption Services | Data Classification and Governance | Backup and Recovery | Cloud Data Protection

Cloud Security

Our Cloud Security services give you confidence in the cloud - without compromise. We help secure your public, private, or hybrid environments with access controls, encryption, configuration reviews, and regular penetration testing. From Zero Trust architecture to compliance alignment, our team ensures your cloud infrastructure is protected against evolving threats. With visibility, control, and expert guidance, we simplify cloud security and enable your business to move faster, stay compliant, and scale securely in any cloud environment.

Services: Cloud Configuration Review | Identity & Access Controls | Cloud Penetration Testing | Zero Trust Architecture | Cloud Posture Management

Operational Technology (OT) Security

Our Operational Technology (OT) Security services give you complete visibility and control over critical infrastructure environments. We secure systems by identifying and managing who has access, aligning identity controls with safety, uptime, and operational resilience. Our approach reduces risk from insider threats, excessive privileges, and dormant accounts - without disrupting your operations. Whether you're managing ICS, SCADA or IIoT environments, we help you harden access, maintain compliance, and build trust in the security of your industrial systems.

Services: Access Visibility & Audit | Identity and Access Management for OT | ICS/SCADA Risk Assessment | OT Compliance Frameworks

Identity & Access Management

Managing system access is vital to keeping your business secure. Our Identity and Access Management services ensure only the right people access the right resources at the right time. From Multi-Factor Authentication (MFA) to Single Sign-On (SSO), we tailor solutions to simplify access and enhance security. We manage privileged accounts, monitor device access, and automate processes like onboarding, helping you stay in control. With compliance assured, you can protect critical systems and work confidently.

Services: Privileged Account Discovery and Audit | Privileged Account Management

Security Awareness and Training

Cyber threats target people, not just systems. Our Security Training equips your team to identify and defend against phishing, social engineering, and other attacks through engaging modules and real-world simulations. For developers, Application Security Training ensures secure coding practices and resilient applications. Led by experts and tailored to your organisation, our programs reduce the risk of breaches, strengthen resilience, and help meet compliance standards. Empower your workforce to stay vigilant and keep your business secure.

Services: Custom Security Awareness Training Programs | Online Training | Classroom Training | Executive Briefings | Simulated Phishing | Attack/breach simulation workshops | Secure Design Course | Secure Development Course | Secure Deployment Course

Strategic Advisory Services

In today's evolving threat landscape, securing your business requires expert guidance. Our Security Advisory Services deliver tailored solutions to strengthen your defences and align security with your goals. From strategic planning and compliance to vCISO services and in-depth assessments, we help you stay ahead of threats. With periodic threat analysis, remediation prioritisation, and scalable support, you gain the benefits of expert leadership without full-time costs. Build resilience, stay secure, and empower your business to thrive.

Services: Cyber Security Strategy Development | Security Controls Review | vCISO Services | Security Operations Maturity Assessment | Technology Roadmapping & Investment Planning

Our approach
security that works for you

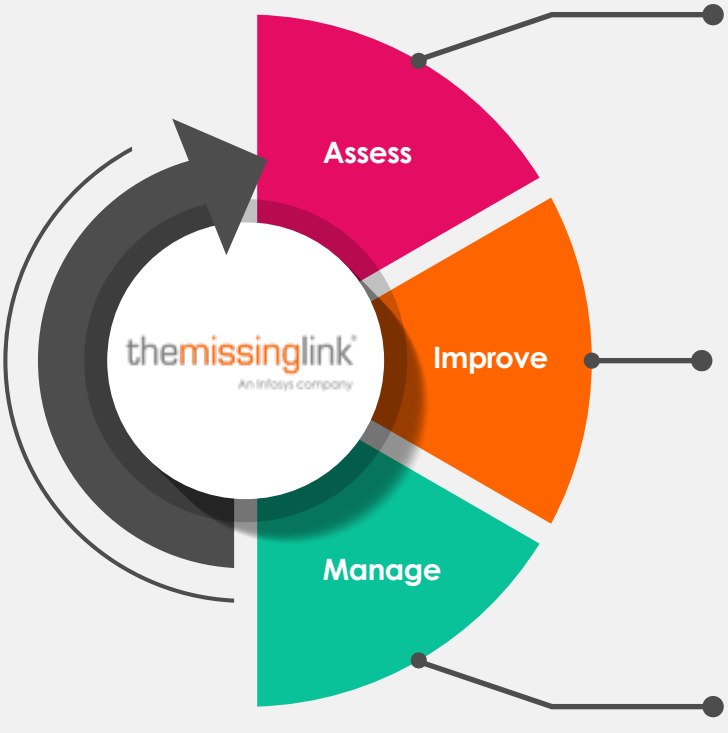
Securing your business doesn't have to be complicated. Our team can engage at any stage of the security lifecycle, establishing effective controls while balancing risk reduction and cost efficiency. With countless years of professional, pragmatic advice, we pride ourselves on being one of the most agile teams in the industry.

1. Assess
We start by evaluating the current maturity of your security controls. Through detailed assessments and workshops, we identify gaps and opportunities, aligning with your business goals and risk appetite.

2. Improve
Next, we build and implement tailored solutions. From designing robust frameworks to seamlessly integrating new technologies, we ensure your security strategy delivers measurable results.

3. Manage
Finally, we provide continuous support through proactive maintenance and Managed Services. This ensures your security objectives are not only achieved but maintained over time.

This isn't just about protection, it's about empowering your business to thrive with confidence and resilience.



Know where you stand, and where you need to go.
Penetration testing. Risk & compliance reviews. Security maturity assessments.

Turn insight into action with confidence.
Zero Trust design. Red & Purple Team exercises. Cloud and network hardening. Identity and access management.

Stay focused on what matters, while we handle the rest.
24/7 MDR. Vulnerability & patch management. Ongoing compliance monitoring.

A scalable security maturity model

Crafting a strong security strategy starts with understanding where you are today and where you need to be. Our Security Maturity Model makes complex security concepts simple, translating them into clear, actionable steps that resonate at every level, from the boardroom to your operational teams.

We focus on the essentials: **Network, Endpoint, Authentication, Access, Event Management, Data Protection**, and the **Human Firewall**. By benchmarking your organisation against similar businesses in your industry and region, we uncover gaps and opportunities to strengthen your defences.

Our model guides you through four maturity levels, covering everything from foundational controls like firewalls and patch management to advanced capabilities like application security and data analytics. Once we determine your current maturity, our Security Architects create a tailored, cost-effective plan that aligns with your business goals and risk appetite.

With this flexible, scalable approach, your organisation is ready to tackle today's threats and evolve for the future.

Security controls review

Level 1	Level 2	Level 3	Level 4
Security Practice and Governance			
Security Standard Operating Procedure	Information Security Management	Risk and Compliance Management	Automated Security Scorecard
Human Firewall			
Security Onboarding	Security Awareness	Phishing and Social Engineering	Incident Management Simulations
Defensive Network			
Perimeter Security	Web Application Security	Advance Threat Protection	Cloud Security Management
Endpoint and Application Compliance			
Endpoint Detection and Response	Patch & Vulnerability Management	Application Control & SOE	DevSecOps
Authentication & Access Control			
Multi-Factor Authentication	Identity & Access Management	Privileged Account Management	Zero Trust Model
Event Management			
Log Aggregation	SIEM	Advanced Threat Intelligence Platforms	Automation and Orchestration
Data Protection			
Data Backup and Recovery	Data Obfuscation	Data Loss Prevention	Data Ethics and Governance

Recognised excellence in IT

At The Missing Link, our awards and certifications reflect our unwavering commitment to excellence, innovation, and leadership in IT and Cyber Security. These accolades and accreditations demonstrate our ability to meet and exceed the highest global standards, providing your organisation with unmatched trust and confidence.

Certified excellence: Delivering trust and confidence

ISO27001:2022 Certification: Demonstrating excellence in information security management and global compliance.

CVE Numbering Authority: One of only a handful in Australia, identifying and publishing critical zero-day vulnerabilities.

CREST-Certified Organisation: Adhering to globally recognised standards for ethical and professional security testing.

IRAP Assessor Certification: Trusted to deliver security assessments aligned with ASD standards for Australian Government agencies.

DISP Accreditation: Meeting stringent security requirements for handling Defence-related contracts and information.

Offensive Security Certifications (OSCP, OSCE, OSWE, OSEE): Advanced certifications ensuring industry-leading penetration testing expertise.

Trusted Government-Approved Supplier: As an approved supplier on key government panels, including NSW, QLD, and VIC ICT services, we deliver trusted, compliant IT solutions tailored to meet the needs of public sector organisations.

Proven performance, recognised by industry

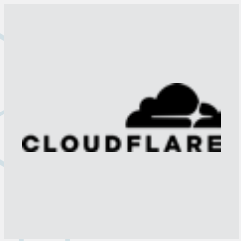
Cloudtango MSP Select 2025 & 2024

2025 Silverfort Emerging Partner of the Year ANZ

2024 Rapid7 APJ Partner of the Year

2024 Zscaler Growth Partner of the Year

2024 Proofpoint Growth Partner of the Year



2023 Cloudflare Rising Star

2023 Exabeam MSSP/MDR Partner of the Year

ARN Partner Innovation Award SMB 2023

2022 & 2023 Dell Medium Business Top Performer

2022 & 2023 Mimecast Partner Champion Award: Technical

CRN Fast 50 List 2018, 2019, 2020

ARN Channel Choice Partner 2018, 2019 and 2020

For a full list of awards visit: https://www.themissinglink.com.au/our-awards

Vendor partnerships that power innovation

We collaborate with the world's leading technology vendors to bring you cutting-edge solutions that drive performance, security, and reliability. Our strong relationships with global leaders like Microsoft, CrowdStrike, Dell Technologies, and CyberArk ensure you get the latest innovations, endorsed by the vendors themselves, and tailored to your organisation's needs.

A direct line to expertise
Our partnerships are built on trust, expertise, and a shared commitment to excellence. These relationships give you access to the latest advancements in IT infrastructure, cloud, and cybersecurity - enabling flexible, scalable solutions that evolve with your business. With decades of experience and industry recognition, we bridge the gap between global technology and local implementation, delivering real-world value where it matters most.

Preferred partners

CLOUDFLARE
CROWDSTRIKE
CYBERARK The Identity Security Company
DELL Technologies
exabeam
Microsoft
mimecast
netskope
okta
proofpoint.
RAPID7
tenable
VEEAM
vmware by Broadcom

Abnormal, Airlock Digital, AppOmni, AWS, Carbon Black, Check Point, Checkmarx, Cisco, Cisco Meraki, Citrix, Cribl, Equinix, ExtraHop, Fortanix, Fortinet, Gathid, Group-IB, HCL Software, HP, Imperva, Juniper, Lenovo, Orca Security, Palo Alto, Peakhour, PureStorage, Qualys, Recorded Future, Securiti, Silverfort, Skykick, Sophos, UI Path, Varonis, Wiz, Zscaler

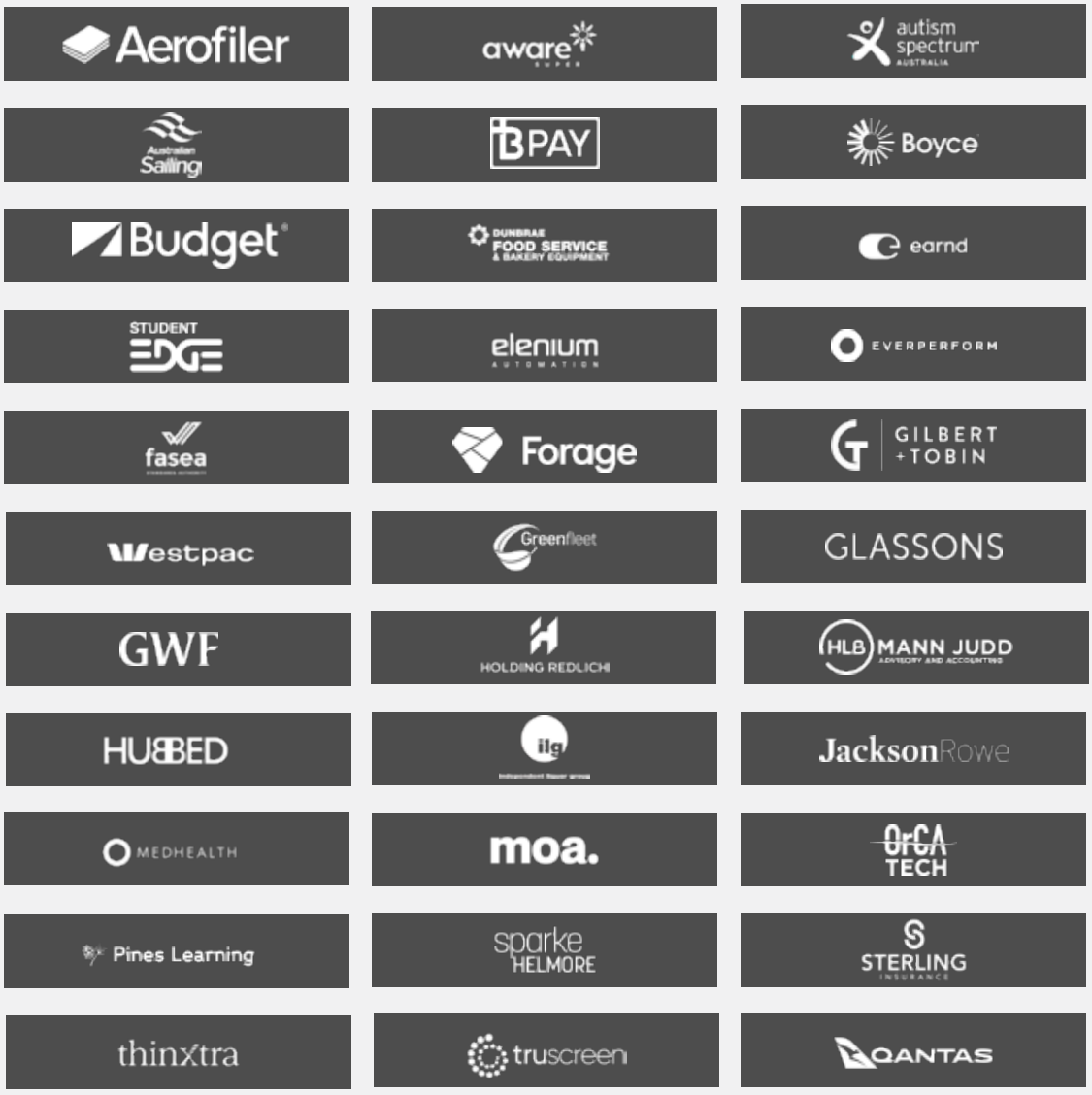
For a full list of partners visit: https://www.themissinglink.com.au/our-partners

Tailored solutions, trusted partnerships

With over 28 years of experience, The Missing Link has built lasting partnerships across industries, from government and banking to healthcare and education. Our deep industry knowledge allows us to deliver customised IT and Security solutions that meet the unique compliance and operational challenges of each sector.

Whether supporting large enterprises or SMBs, we provide the same premium level of service and expertise, ensuring every client operates securely, efficiently, and confidently. This commitment to tailored solutions and consistent quality has earned us the trust of businesses of all sizes, fostering long-term relationships and exceptional client satisfaction.

Explore what our clients have to say and see how our industry-leading solutions have transformed businesses like yours.



Don't just take our word for it.

GWF

"The new platform is continually kept up to date with categorisation and profiling of new threats and classification of existing traffic. Being able to focus on what is actually happening rather than reacting to close a new threat has saved a lot of time. Being able to see where our compliance was not 100%, we were able to act early and educate our people on the dangers and implications of not following our policies. This has helped us pro-actively understand patterns and educate our staff about the risks of the Internet before we have a serious incident."
David Lucas | Customer Solutions Manager, George Weston Foods

EVERPERFORM

"We recently engaged The Missing Link to conduct a penetration test for our web application and I must say we've been highly impressed. From start to finish, The Missing Link have been consistent, professional and very timely. The level of detail provided has given me full confidence in their capability, and they have met every milestone, from providing a quote to completing penetration testing, and delivering the final report. With clear recommendations for next steps, the report was easily understandable. I honestly feel confident that this is just the start for a long-term relationship, just as we had wished for."
Michael Doherty | Product Manager, Everperform

FB RICE

"I get calls every day from vendors that seem only interested in the sale. With The Missing Link, I genuinely feel they're interested in a partnership. In working with them, the difference between an IT expert and an IT security professional is clear, and how vital that security expertise is when you want to minimise your risks of cyber-attack.

Having The Missing Link onboard as an objective third party means we can leverage their knowledge on security best practices across industries to expose and remediate vulnerabilities in our network. It's given me confidence in our systems infrastructure, and it puts our stakeholders' minds at ease as well."
Chris Hardman | Business Intelligence Manager, FB Rice

sparke HELMORE LAWYERS

"A Red Team engagement consists of many little battles, some won, some lost, and that's when you start to appreciate what you do well, and what needs improvement. Importantly, the team at The Missing Link are incredibly skilled and 100% emotionally invested in the challenge. We know we will be tested, and we know that The Missing Link team will beat us several times along the way, and that's great – we learn, and we don't make the same mistake twice. The whole exercise is really a lot of fun.

A key benefit for us is it allows us to test the response of our other digital security vendors. It's almost impossible to validate the ROI for most of these products without subjecting them to very thorough testing. The Red team exercises are brilliant, the IT team love the experience, and it raises their level of engagement. We're really looking forward to the next exercise."
Hugo Evans | IT Security and Platforms Manager, Sparke Helmore Lawyers

themissinglink®

An Infosys company

Ready to strengthen your cyber security? Let's talk.

Cyber threats are evolving - so should your defences. Our tailored cyber security solutions help protect your business from risks, ensuring resilience and compliance.

Take the next step towards a more secure future.

themissinglink.com.au
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contactus@themissinglink.com.au

The Missing Link - your partner in cyber security excellence.

Infosys®
Navigate your next

Proudly part of Infosys. Locally delivered, globally backed.
The Missing Link is proud to be part of Infosys - a powerhouse in next-generation digital services and cyber defence. Together, we combine award-winning local expertise with global scale to deliver unrivalled Security and IT Services.