How FusionRed Strengthened SherpaTech's Security and Client Trust

Business Challenges of SherpaTech

SherpaTech faced a critical business challenge: their digital environment appeared compliant on paper, but key risks remained hidden. Leadership recognised that without a clearer view of these vulnerabilities, they risked data exposure, client trust, and credibility in their own insurance conversations. The key challenges they faced include:

- Limited visibility into hidden risks and data exposure
- Lack of confidence in their previous IT provider
- Security blind spots despite compliance metrics
- Growing pressure to prove resilience to clients and insurance providers
- Need for a clear roadmap to manage ongoing cyber risks

About SherpaTech

SherpaTech is a trusted cyber insurance provider working with technology and IT providers across Australia. Known for advising businesses on risk management, the company holds a reputation for expertise in professional indemnity and cyber insurance. Their standing in the industry means that protecting their own operations isn't just about security, it's about credibility, client trust, and setting a standard in the market.

"Interestingly, the old [digital] environment was still compliant, but it still had areas that an ideal risk mitigation strategy hadn't been put in place."

Tim Stephinson
Insurance Broker, SherpaTech

Overview

SherpaTech partnered with FusionRed to gain an independent review of their cybersecurity posture. Through a structured security assessment, FusionRed uncovered overlooked risks, including sensitive business information stored in unmonitored locations. FusionRed worked side-by-side with SherpaTech's leadership team to deliver clear documentation and a roadmap that aligned with their business' security goals.

The partnership also established ongoing quarterly reviews through FusionCare — FusionRed's continuous improvement program that keeps security priorities active and up to date with changing risks and business needs. This approach gave SherpaTech confidence that security was no longer a one-off project but an ongoing business process.

"Ultimately, within our business, our data is our responsibility. And so, even though FusionRed are managing that for us, we need to take ownership and participate in that programme as well, But sometimes it's hard to always prioritise because we're busy running our own business. But when [FusionRed] our managed service provider brings that to us quarterly and engages with us on it, it's an easy programme to participate in."

Tim Stephinson
Insurance Broker, SherpaTech

Results

With FusionRed's support, SherpaTech now has complete visibility of their risk environment. Hidden vulnerabilities that had previously gone unnoticed were exposed and addressed, giving their leadership team confidence in their ability to protect sensitive data and achieve business continuity.

The improvements also extend beyond IT operations. By clearly demonstrating their risk management practices, SherpaTech strengthened trust with clients and improved their service offerings, supporting stronger valuations and more favourable insurance terms. The company is now better positioned for growth with resilience built into its foundation

When was the last time you put your cybersecurity to the test?
Fortify your business today with FusionRed.

FusionRed®

Give us a call
1300 661 143

Or send us a message
Contact Us Now