

The Cyber Concierge Program

Expert cybersecurity guidance when you need it - without the overhead of a full-time specialist.



You know you should improve your cybersecurity. But without internal expertise, every decision feels like a gamble.

Should you upgrade the firewall? Invest in user training? Get that audit? When you don't have a cybersecurity expert on your team, you're left wondering: Are we spending on the right things? Are we making real progress?

A full-time cybersecurity specialist is overkill for most growing businesses, but you still need expert guidance to navigate an increasingly complex threat landscape.

Why One-Off Projects Leave You Guessing

You might commission an audit or security assessment. You get a report with 47 recommendations - but then what? Which one first? What's actually critical? How do priorities shift as threats evolve?

Six months later, you're back to guessing. One-off projects give you a snapshot, not ongoing navigation through a constantly changing landscape.

What You Really Need: Ongoing Expert Guidance

The Cyber Concierge Program gives you what growing businesses need: a strategic cybersecurity advisor on retainer, providing expert guidance without the overhead of a full-time hire.

Over an initial 12-month program, we guide you through proven frameworks – Essential Eight and SMB1001 – at a pace that suits your budget and capacity. These aren't just our opinions; they're internationally recognised standards that give you confidence you're building real protection.

Already a Grassroots IT Managed Client?

Your Managed IT service keeps things running safely day to day. That's your operational security foundation. Cyber Concierge adds a strategic layer on top of your existing support: a dedicated advisor who helps you build measurable maturity against recognised frameworks, at a pace that suits your budget and capacity. Monthly progress reports mean you always know where you stand – without needing to become a cybersecurity expert yourself.

Managed IT keeps the lights on securely. Cyber Concierge builds strategic security maturity.

How the Program Works

Month 1:	Months 2-12:	Ongoing:
We assess your current security posture across 23 controls, identifying what you've already implemented and where you need to focus. This creates your starting point and personalised roadmap.	Each month, we meet to guide you through implementing the next controls on your roadmap. We help you prioritise work based on your business reality, overcome obstacles, and maintain momentum. Businesses with existing controls in place move faster through the pathway. Others work at a pace that suits their capacity and budget.	As you implement each control, we verify it's done properly and collect evidence systematically. When you're ready for certification audits, your evidence is organised and prepared - not scrambled together at the last minute.

The Outcome

At the end of the initial program, you have a measurably more secure business with the confidence that you've spent your security budget building genuine capability. From there, ongoing engagement options keep you on track. The frameworks we guide you through also unlock valuable certifications - credentials that reduce insurance costs, win client confidence, and open tender opportunities. **But the real value is the security itself.**

Program Structure

Included in Your Monthly Fee	Quoted Separately
<ul style="list-style-type: none"> Initial gap assessment across all 23 controls Monthly advisory meetings (2 hours including preparation) Progress tracking and monthly reporting Control verification and evidence collection Policy templates and implementation guidance Ongoing correspondence and remediation scoping 	<ul style="list-style-type: none"> Technical implementation work (configuration, deployment, remediation) Custom policy writing beyond templates User awareness training delivery Formal certification audits Re-audit fees if controls require adjustment

Your Investment & Commitment

- Initial 12-month program with fixed monthly fee
- Average two hours of your time required per month (24 hours over the program)
- Flexible pacing adapted to your team's capacity and priorities
- Ongoing options are available after the first 12 months if required

*For existing Managed IT Essentials clients, this is available as an add-on service.

Perfect for Businesses That

- Need cybersecurity expertise without the overhead of a full-time specialist
- Want confidence they're making the right security investments
- Are tired of one-off audits that leave them wondering what's next
- Need to demonstrate security maturity to clients, partners, or insurers
- Want recognised certifications that reduce insurance premiums
- Prefer working at a sustainable pace with expert guidance

We take you from ad-hoc security spending to strategic investment guided by proven frameworks - building genuine protection at a pace that suits your business.

Cyber Concierge Program Provides

- Investment confidence (strategic, not ad hoc)
- Documented maturity (proven frameworks)
- Sustainable pace (matches your business)

Services Include

Security Maturity Assessment



- Initial gap analysis across 23 controls
- Current state evaluation against Essential Eight & SMB1001
- Personalised security roadmap
- Baseline documentation and benchmarking



Monthly Strategic Advisory

- 2-hour monthly guidance sessions
- Control prioritisation and implementation planning
- Obstacle identification and resolution support
- Progress tracking and momentum maintenance

Implementation Verification



- Control verification and validation
- Systematic evidence collection
- Certification audit preparation
- Monthly progress reporting



Policy & Documentation Support

- Policy templates and frameworks
- Implementation guidance documentation
- Ongoing correspondence and remediation scoping

**Stop guessing.
Start progressing.**

Contact us today to discuss how our Cyber Concierge Program can give you the strategic guidance you need to build **genuine security maturity**.

Email: enquiries@grassrootsit.com.au