ARTEFAKT

CASE STUDY

Essential Eight Assessment Capability Uplift

Artefakt delivered an automated, scalable Essential Eight assessment capability that significantly reduced assessment effort, improved reporting quality, increased efficiency, and enabled teams to operate independently at scale.

Overview

Artefakt delivered an end-to-end assessment capability to uplift the client's Essential Eight (E8) assessment and reporting capabilities for their consulting team and customers. The solution leveraged automation to reduce assessment and reporting effort by approximately 50%, enabling assessments to be completed within shorter timeframes while improving the quality and consistency of deliverables. An assessment of a nominated client environment was also undertaken to validate that the solution met all requirements and client expectations.

Context

A large managed service provider supporting over 50 customers identified a need to strengthen the capabilities within their team for delivering a high volume of E8 assessments in a defined and repeatable manner. With growing regulatory expectations and increasing customer awareness of cyber security maturity, the ability to deliver assessments efficiently and consistently had become a commercial priority. The client's existing processes, while functional, had been developed organically and were becoming increasingly difficult to maintain as the volume of assessments grew. There was a clear need for a more structured foundation that could support both current demand and future growth. A further requirement was to enhance reporting deliverables, so they spoke directly to their intended executive audience, while still maintaining the technical accuracy and coverage required for remediation planning.

The client's CEO recommended that Artefakt's consultant be engaged to undertake this work, based on outcomes delivered during previous engagements with the organisation. Our consultant had developed an assessment methodology and supporting capabilities that leveraged automation to substantially reduce effort and cost, while continuing to produce high quality reports and deliverables. This methodology and its automated capabilities had already been applied across more than 15 CPS234 assessments performed on the client's behalf, providing a proven foundation from which to build the E8 capability.

Specific requirements included:

- Developing an approach and methodology, with supporting tooling and templates, for the client to perform multiple E8 maturity assessments efficiently and at scale.
- Identifying gaps in current posture and practices and incorporating prioritised action plans for achieving desired E8 maturity levels into report deliverables.
- Completing an E8 assessment of nominated customer environments using the above methodology.
- Conducting training on the methodology and tools for nominated staff.

Challenges

As demand for E8 maturity assessments grew, the client required a faster, more scalable approach to delivering consistent and high-quality assessments across a broad customer base. Manual processes were creating bottlenecks, making it increasingly difficult to perform assessments efficiently, maintain consistency between engagements, and meet tight delivery windows.

Reporting also needed to evolve. Assessment outputs had to engage executive audiences more effectively while preserving the technical detail necessary for remediation planning. This balance is often difficult to achieve, particularly when reports need to serve dual purposes:

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informing strategic decision making at the board level and guiding technical teams through prioritised remediation activities. Without a standardised approach, there was also a risk of inconsistency between assessments performed by different team members, which could undermine customer confidence in the reliability of outcomes.

At the same time, any solution needed to be sustainable over the longer term, enabling internal teams to operate, maintain and build on the capability with confidence as their business grew.

Approach

Artefakt's consultant designed and implemented an assessment methodology that addressed all stated requirements, alongside automated capabilities that reduced the effort required to perform E8 assessments by approximately 50%, without compromising quality or accuracy.

Assessment and reporting templates were purpose built, and existing tooling was incorporated to automate time consuming tasks and promote a consistent approach across engagements. Care was taken to ensure that the templates and tooling were practical for the client's team to use in day-to-day operations, rather than creating complexity that would require ongoing external support. The methodology was validated through its initial application against a nominated customer environment, confirming both its practical effectiveness and alignment with the client's operational needs.

Detailed solution documentation, along with operational and maintenance procedures, was produced to support long term use. Nominated staff participated in structured training sessions and contributed to an initial assessment, ensuring a thorough handover and a clear understanding of both the methodology and its associated tooling.

The solution was then applied to perform assessments across the client's own environment and nominated customer tenancies.

Key outcomes

Artefakt delivered a cost-effective solution that fully met the client's requirements for performing high quality E8 maturity assessments, while exceeding expectations in reducing the effort and cost of delivering assessments to end customers.

Beyond the original scope, Artefakt identified opportunities to further optimise the solution through additional automation, reinforcing the commercial value of the engagement. These enhancements streamlined repetitive tasks that had previously consumed a disproportionate share of the assessment lifecycle, freeing the client's team to focus on analysis and customer engagement. Internal staff were trained to maintain and extend the capability independently, reducing reliance on external providers. Comprehensive documentation was provided to support long term operational continuity and flexibility.

The solution was designed with adaptability in mind, allowing the client to incorporate changes to the E8 framework or their own service offerings without reworking the underlying methodology. Artefakt's open approach produced a result that is flexible, maintainable and scalable, giving the client's team the confidence to evolve the capability as their business requirements change.

Conclusion

This engagement demonstrated what a well-structured, automation supported approach to E8 assessment can achieve at scale. By combining a repeatable methodology with tailored reporting and a strong focus on knowledge transfer, Artefakt enabled the client to take full ownership of a capability that delivers measurable value to both their organisation and their customers. The outcome reflects Artefakt's broader approach to consulting: building solutions around practical outcomes and operational realities, so that clients have the tools and confidence to manage their cyber security posture on their own terms.

Start your Essential Eight journey with Artefakt

Achieving and maintaining Essential Eight maturity is an ongoing commitment, and the approach you take matters as much as the outcome. Whether you are beginning your first assessment, looking to scale an existing capability, or seeking to improve the quality and consistency of your reporting, Artefakt can help you build a practical path forward.

Our consultants bring hands on experience across a wide range of assessment frameworks, including E8, CPS234 and ISM / PSPF (including IRAP). We also offer E8 maturity assessments as a standalone service, providing organisations with a clear view of their current posture and a prioritised roadmap for achieving their target maturity levels. We focus on building capability that your team can own and sustain, so that the value of the engagement continues well beyond the initial delivery.

Talk to Artefakt about your Essential Eight needs: contact us today on sales@artefakt.group or call **+61 2 8044 4711**.

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