

Partner Case Study



Security

Towards Resiliency: First Secure's Cybersecurity Evolution



First Secure
a First Technology Company





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About First Secure

- ▲ Industry: IT Services & Cybersecurity
- ▲ Size: ~2,500 employees (group level – part of First Technology), 150+ monthly serviced clients
- ▲ Location: Durban, South Africa

Challenge

First Secure, a forward-thinking Managed Services Provider, continuously evaluates ways to enhance the value and performance of its security offerings for a diverse SMB to mid-market clientele. As the cybersecurity landscape evolved—with increasing data volumes, dynamic compliance requirements, and the need for 24/7 vigilance—the team identified an opportunity to strengthen their service portfolio. By modernizing their SIEM and endpoint capabilities, they positioned themselves to deliver more scalable, cost-effective, and high-performance security services, tailored to the growing demands of sectors such as education, healthcare, and manufacturing.

They needed a solution that could:

- ▲ Scale with client growth without cost unpredictability
- ▲ Provide 24/7 threat detection and response
- ▲ Integrate seamlessly with existing tools and APIs
- ▲ Support compliance and reporting needs



Current state

A unified, scalable security framework

Since spring 2024, First Secure has elevated its security services by integrating N-able EDR and, more recently, Adlumin MDR into its offering. This strategic enhancement enabled them to adopt a device-based pricing model, removing data volume constraints, and unlocking full log ingestion for deeper visibility. With 24/7 global SOC coverage through MDR, they now deliver continuous, enterprise-grade protection, reducing alert fatigue and further strengthening client confidence. Seamless integration with existing endpoint tools and APIs further streamlined operations, enhancing threat detection and response. These advancements have not only boosted operational efficiency but also reinforced First Secure's reputation as a trusted, innovative security partner.



Now

Predictable, scalable pricing

The device-based pricing model of N-able EDR allows First Secure to onboard clients without worrying about EPS (events per second) or data caps. This was especially impactful for price-sensitive SMBs, enabling broader adoption and deeper security coverage.

24/7 threat detection and response

With Adlumin MDR, First Secure gained access to a global SOC that operates around the clock. This eliminated the need for an internal night shift team and ensured that clients always had “A-team” level protection—even at 3 AM. It also allowed the internal team to focus on strategic initiatives during business hours.

Seamless integration and compliance support

The API-driven architecture of N-able allows for easy integration with existing tools. This facilitated real-time alert ingestion into their SIEM and supported compliance frameworks like ISO 27001 through robust log management and reporting.

First Secure recently achieved ISO27001 certification, further validating their commitment to security best practices.

Lessons learned

First Secure's journey underscores the importance of proactive security investment. Many clients only engaged after suffering ransomware attacks—often due to poor patching or unaddressed vulnerabilities. These incidents highlighted the critical need for continuous monitoring, vulnerability management, and endpoint protection. The team learned that offering a structured, multi-year cybersecurity roadmap—aligned with compliance standards—helped clients secure executive buy-in and budget allocation. The MDR service proved invaluable in bridging the gap between business hours and real-time threat response, reinforcing the value of a hybrid human-machine defense model. Ultimately, the experience taught them that scalable, integrated, and always-on security is not just a service—it's a business enabler.

Conclusion

First Secure's adoption of N-able EDR and Adlumin MDR has redefined their security posture and service delivery. With predictable pricing, 24/7 protection, and seamless integration, they've built a resilient, client-centric security model. Their story is a testament to how the right technology mix can drive operational excellence, client trust, and long-term growth in a rapidly evolving, always-on threat landscape.



At N-able, our mission is to protect businesses against evolving cyberthreats with a unified cyber resiliency platform to manage, secure, and recover. Our scalable technology infrastructure includes AI-powered capabilities, market-leading third-party integrations, and the flexibility to employ technologies of choice—to transform workflows and deliver critical security outcomes. Our partner-first approach combines our products with experts, training, and peer-led events that empower our customers to be secure, resilient, and successful. n-able.com

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