



CUSTOMER CASE STUDY

# Creating a Cyber Protection Plan for Allkin Singapore

Allkin Singapore strengthens data security and community trust with Sophos MDR.

## Industry

Social service/not-for-profit

## Number of Employees

450 staff supported by part-timer workers and volunteers

## Reach

More than 24,000 individuals and families served annually across more than 30 centres

## Sophos Solutions

Sophos Managed Detection and Response (MDR),  
Sophos Endpoint Protection,  
Sophos Firewall

## Sophos-Partner

RSM Stone Forest IT “RSM”



# Safeguarding trust in a connected, community-first environment

At the heart of Allkin Singapore's mission is a simple yet powerful belief – that when communities are cared for and connected, they can thrive with resilience. As a social service agency supporting individuals and families across Singapore, Allkin's work is built on trust that extends beyond relationships to include the responsible stewardship of personal information entrusted to the organisation.

Every day, Allkin's staff handle sensitive data ranging from case records to health information to family court referrals, which are shared across government and community partners. With over 30 service centres and a network of mobile and volunteer staff, data moves constantly between the field, branch sites, and the cloud. The increasing reliance on hybrid and remote work, essential to serving communities efficiently, also heightens the need for robust digital safeguards.

For Allkin, data protection is not just about compliance with Singapore's Personal Data Protection Act (PDPA) or sector requirements. It is a reflection of the agency's commitment to integrity, accountability and care, ensuring that the families and individuals who turn to it for support can do so with confidence. Safeguarding information is both an operational priority and moral responsibility, which is integral to sustaining the trust that anchors Allkin's mission and impact.

## Securing distributed operations with MDR

To strengthen its digital resilience, Allkin partnered with RSM as its technology advisor to manage the organisation's central IT function. One of the key improvements implemented by RSM was the deployment of Sophos's suite of solutions – including Sophos Managed Detection and Response (MDR), Sophos Endpoint Protection, and Sophos Firewall – as part of Allkin's core security framework.

With Sophos MDR, Allkin's devices – whether on-site, remote, or in the field – benefit from continuous, real-time threat monitoring. Sophos' global team of analysts provides 24/7 oversight, detecting and mitigating threats before they can disrupt services or compromise sensitive information.

This managed approach has been valuable for Allkin's lean IT team, enabling them to focus on supporting staff productivity and digital innovation rather than reactive incident management. Sophos MDR provides both active defence and strategic insights, helping Allkin progressively strengthen its security posture.

"In this age of AI-driven threats where users' everyday digital interactions expose their organisations to ever increasing risks, IT and security teams need to take a more proactive approach to cyber protection. Technology plays an important role in this transition and for Allkin, enterprise-grade monitoring and protection capabilities have strengthened our ability to manage risks more efficiently."

### **Ms Evelyn Leong**

Senior Director, Shared Services and Chief Risk Officer, Allkin Singapore

RSM played a crucial role in integrating Sophos solutions into Allkin's hybrid environment, ensuring that security controls extended seamlessly across local servers, mobile endpoints, and cloud systems. Together, RSM and Sophos helped establish a security framework suited to the operational realities of a multi-site, community-based organisation.

## Building confidence through centralised control and proactive protection

Sophos solutions now play a key role in Allkin's cybersecurity architecture. By centralising management through Sophos Central, Allkin's IT team can apply consistent security policies, monitor endpoints, and manage firewalls across its service centres through a single, unified console.

## Leading by example in Singapore's social service sector

Allkin's commitment to data protection extends beyond technology. The organisation conducts annual cybersecurity training for all employees – including induction sessions for volunteers and interns – and enforces strict access rights across remote users and Board members.

This culture of accountability, supported by Sophos and RSM, has strengthened Allkin's reputation as an organisation that takes cybersecurity seriously within Singapore's social service sector.

As Allkin continues its digital evolution, the agency remains focused on protecting both the data of those it serves and the integrity of its mission.

"As our sector moves towards deeper digital adoption and group working models, cybersecurity is a shared responsibility. We encourage our partners and staff to prioritise it; not only for compliance, but to ensure the sustainability of our collective mission for years to come."

### **Ms Evelyn Leong**

Senior Director, Shared Services and Chief Risk Officer, Allkin Singapore

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