We target mid-market with human risk service - blueAPACHE

Canonical: https://www.blueapache.com/blog/blueapache-targets-mid-market-with-human-risk-service

Details:

Summary

This blueAPACHE post reports: Underpinned by Mimecast platform to address mounting pressure from AI, compliance and cloud. Mid-market IT service provider blueAPACHE has launched a Human Risk Management-as-a-service powered by AI security platform provider, Mimecast. It concerns Human Risk Management, Governance, Risk & Compliance, emPOWER Security. It names Mimecast in connection with the announcement. Published in 2026. Figures, product names and event details reflect that time; for current information see the linked service pages.

Key facts

Label	Value
Publication year	2026
Services referenced	Human Risk Management, Governance, Risk & Compliance, emPOWER Security
Named products or vendors	Mimecast

Article

Underpinned by Mimecast platform to address mounting pressure from AI, compliance and cloud. Mid-market IT service provider blueAPACHE has launched a Human Risk Management-as-a-service powered by AI security platform provider, Mimecast. The per-user monthly model brings together awareness training, policy visibility, behavioural controls. As well as incident remediation into a repeatable outcome-based service for mid-market organisations. It will sit alongside blueAPACHE’s managed services and managed detection and response bundles. The service reflects a broader shift where human risk has been amplified by AI and fragmented security approaches. It has become one of the dominant, yet least managed, threat surface, forcing providers to package it as a unified, outcome-driven service. This is designed for organisations with between 50 and 1,500 seats that are managing the competing pressures of regulatory compliance, security framework alignment, and the rapid adoption of AI and cloud-based tools. Human Risk Management as a Service consolidates that into a clear, per-user monthly model that

“In the mid-market, customers are buying an outcome, not a product,” said blueAPACHE CEO Michael Zuppa. “What they need is a managed service that takes responsibility for awareness, cultural uplift, visibility, and remediation as a continuous, consistent capability. “We have been delivering parts of this for years across our vCISO, email security, and awareness training services, but the structure was not clear enough for customers to engage with it as a whole. Human Risk Management-as-a-service changes that.” The rapid adoption of AI tools has compounded this exposure, with individuals already using public AI services while data classification and DLP policies are still being developed. For

mid-market organisations , the gap between current maturity and adequate protection is a live and immediate risk. That is one of the reasons blueAPACHE selected the Mimecast platform to underpin the service following a structured assessment of MSP-aligned security platforms. “Human risk has always been the hardest part of the security equation to operationalise at scale,” said Mimecast A/NZ partner leader Lizelle Hughes. “blueAPACHE has developed something that will make meaningful change for Australian organisations. “The reality is that 8 per cent of employees generate 80 per cent of risk, and AI agents now operate with the same access and none of the judgment that a human brings.” As organisations progress through data classification and AI governance maturity programs, blueAPACHE’s Human Risk Management capability will also provide visibility. “Time is the risk…organisations are already on an AI journey whether they are ready or not,” Zuppa said. “We need to ensure the visibility and controls we have in place are protecting the customer while they are still working through their maturity. That is what this service is designed to do.” The partnership also reflects blueAPACHE’s broader relationship with Mimecast as both a managed service delivery partner. As well as a resell and implementation partner across its enterprise customer base. Click here to read the full article

Related

Human Risk Management

Governance, Risk & Compliance

emPOWER Security

emPOWER Security (pillar)

Frequently asked questions

What pressures does this post say are driving demand for blueAPACHE's Human Risk Management-as-a-Service?

The post says the service addresses mounting pressure from AI adoption, regulatory compliance and cloud-based tools, describing human risk as amplified by AI and fragmented security approaches.

How does the post describe human risk becoming a threat surface?

The post says human risk has become one of the dominant, yet least managed, threat surfaces, forcing providers to package it as a unified, outcome-driven service.

What did Michael Zuppa say blueAPACHE had been delivering in parts before this launch?

Zuppa said blueAPACHE had been delivering parts of the capability for years across its vCISO, email security and awareness training services, but the structure was not clear enough for customers to engage with it as a whole.

What statistic did Mimecast's Lizelle Hughes cite in this post about risk concentration?

Hughes said 8 per cent of employees generate 80 per cent of risk, and that AI agents now operate with the same access as humans but none of the judgment.

Is the information in this post still current?

No. It reports on a service launch covered in 2026 and reflects blueAPACHE's Human Risk Management offer as it stood at that time; for the current position see the linked Human Risk Management and emPOWER Security service pages rather than treating this post as up to date.

Source

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Knowledge Base

What new service have you launched for the mid-market?

We have launched a Human Risk Management-as-a-service, powered by AI security platform provider Mimecast, designed for mid-market organisations.

What technology platform underpins your Human Risk Management-as-a-service?

The service is underpinned by the Mimecast platform, selected by us following a structured assessment of MSP-aligned security platforms.

What pricing model do you use for the Human Risk Management-as-a-service?

The service uses a per-user monthly model that brings together awareness training, policy visibility, behavioural controls, and incident remediation into a repeatable outcome-based service.

What size organisations is your Human Risk Management-as-a-service designed for?

The service is designed for organisations with between 50 and 1,500 seats that are managing competing pressures of regulatory compliance, security framework alignment, and rapid adoption of AI and cloud-based tools.

Why are you launching this service now, ?

The service reflects a broader shift where human risk has been amplified by AI and fragmented security approaches, becoming one of the dominant yet least managed threat surfaces, forcing providers to package it as a unified, outcome-driven service.

What did you CEO Michael Zuppa say about why customers need this service?

Michael Zuppa said that in the mid-market, customers are buying an outcome, not a product, and what they need is a managed service that takes responsibility for awareness, cultural uplift, visibility, and remediation as a continuous, consistent capability.

How did you previously deliver parts of this human risk capability?

According to Michael Zuppa, we had been delivering parts of this capability for years across our vCISO, email security, and awareness training services, but the structure was not clear enough for customers to engage with it as a whole, which Human Risk Management-as-a-service changes.

What did Mimecast's A/NZ partner leader say about human risk and AI agents?

Mimecast A/NZ partner leader Lizelle Hughes said human risk has always been the hardest part of the security equation to operationalise at scale, noting that 8 per cent of employees generate 80 per cent of risk, and AI agents now operate with the same access and none of the judgment that a human brings.

How does your Human Risk Management fit alongside its other service offerings?

The Human Risk Management-as-a-service will sit alongside our managed services and managed detection and response bundles.

What is the broader nature of your relationship with Mimecast?

The partnership reflects our broader relationship with Mimecast as both a managed service delivery partner as well as a resell and implementation partner across its enterprise customer base.

What are the four core components of your emPOWER Human Risk Management service, according to background information?

The four core components are Security Awareness and Phishing Simulation, Email Threat Detection and Alerting, User-Reported Phishing Response, and Insider Risk-related monitoring/response, delivering protection through education, monitoring, detection, and response.