Delivery services company safeguards customer data with Managed Security service from Computacenter

OBJECTIVE
As a leading provider of delivery services, the company handles large volumes of customer data, which needs to be adequately protected. A security breach could not only impact service delivery but also threaten compliance, reputation and customer trust. To balance data protection with availability, the company needed a partner to help maximise security across its IT infrastructure.

SOLUTION
Computacenter provides managed security services for approximately 16,000 end points, including around 2,000 servers, 2,000 client devices, and networking components. As well as 24x7 remote monitoring and weekly vulnerability scanning, Computacenter provides trend analysis and proactive service management through its on-site Security Manager. It also works closely with the customer’s other IT providers to ensure a collaborative approach to reducing and addressing security risks.

OUTCOME
The customer can now better understand and mitigate security risks, which helps to safeguard compliance, the customer experience and competitive advantage. Granular reporting and analysis has helped to identify genuine threats versus innocuous anomalies, which has reduced monthly alerts reduced by 75 per cent. As a result, security resources can be maximised while minimising risks to the business its users and customers.
OBJECTIVE

Safeguarding customer services and data

As a leading provider of delivery services, the company is investing in technology to further extend and improve services for its customers in an increasingly competitive marketplace.

To deliver responsive and reliable customer services, the company needs to store large volumes of personal information, which is subject to data protection laws. Any breach of regulations or unauthorised access to this data could have a serious financial and reputational impact on the company and its customer base.

The company’s operations and services are heavily reliant on real-time access to data and systems, so enabling end users while maintaining security controls is key to providing a seamless customer experience. A virus or cyber attack could affect thousands of users and severely impact service delivery.

When the company decided to seek a new IT partner for the management of its end user estate, security was paramount due to the growing number of attacks targeted at end point devices and engagement channels.

SOLUTION

Proactive risk identification, analysis and reduction

Following a rigorous tender process, the company selected Computacenter to support both its end user estate and to provide managed security services across its entire infrastructure. Computacenter leverages its 15-year partnership with Symantec to provide a holistic service that brings together best-of-breed solutions and processes.

Computacenter provides 24x7 monitoring from its Security Operations Centre (SOC) for 16,000 end points, including around 2,000 servers, 2,000 client devices, and network devices. Weekly vulnerability scanning is carried out to identify any known vulnerabilities, such as those caused by software patches or updates.

Any unusual behaviours on the infrastructure are investigated and passed to different resolver groups as needed; this often requires collaboration with other IT providers, such as software vendors or telecommunication companies. Computacenter’s ability to bring together providers from across the customer’s IT ecosystem has helped to increase transparency and improve resolution times.

The managed service is supervised by an on-site Security Manager, as Neil Lunniss, Head of Group Cyber Defence at Computacenter, explains: “The Security Manager understands the customer’s business and IT environment, which means they can put security issues into context and determine the impact of any threats.”
OUTCOME
A surer service

Through reporting, data analysis and proactive collaboration, Computacenter has reduced monthly security alerts from 800 down to around 200. As Neil explains: “We have been able to distinguish genuine security risks from innocuous anomalies in the environment, which can be caused by the onboarding of a new IT service or device. This information has helped to minimise disruption for users and simplify the introduction of new technologies.”

Faster and more secure onboarding of new IT services and devices will help enhance the customer experience as well as support the company’s broader digitalisation ambitions. The managed security service with Computacenter has also helped the customer to:

Maximise resources
Clearer insights ensure effective prioritisation of effort and expenditure

Increase efficiency and agility
Through faster and easier introduction of new technologies

Safeguard service and reputation
Enhancing security and enabling users though better access to the data and services they need.

“With Computacenter’s managed service, the customer can balance data security with availability. As well as reducing risk, this helps to safeguard service quality and reputation,” concludes Neil.

MORE INFORMATION
To find out more about our Managed Security services and read more customer case studies, log on to www.computacenter.com