

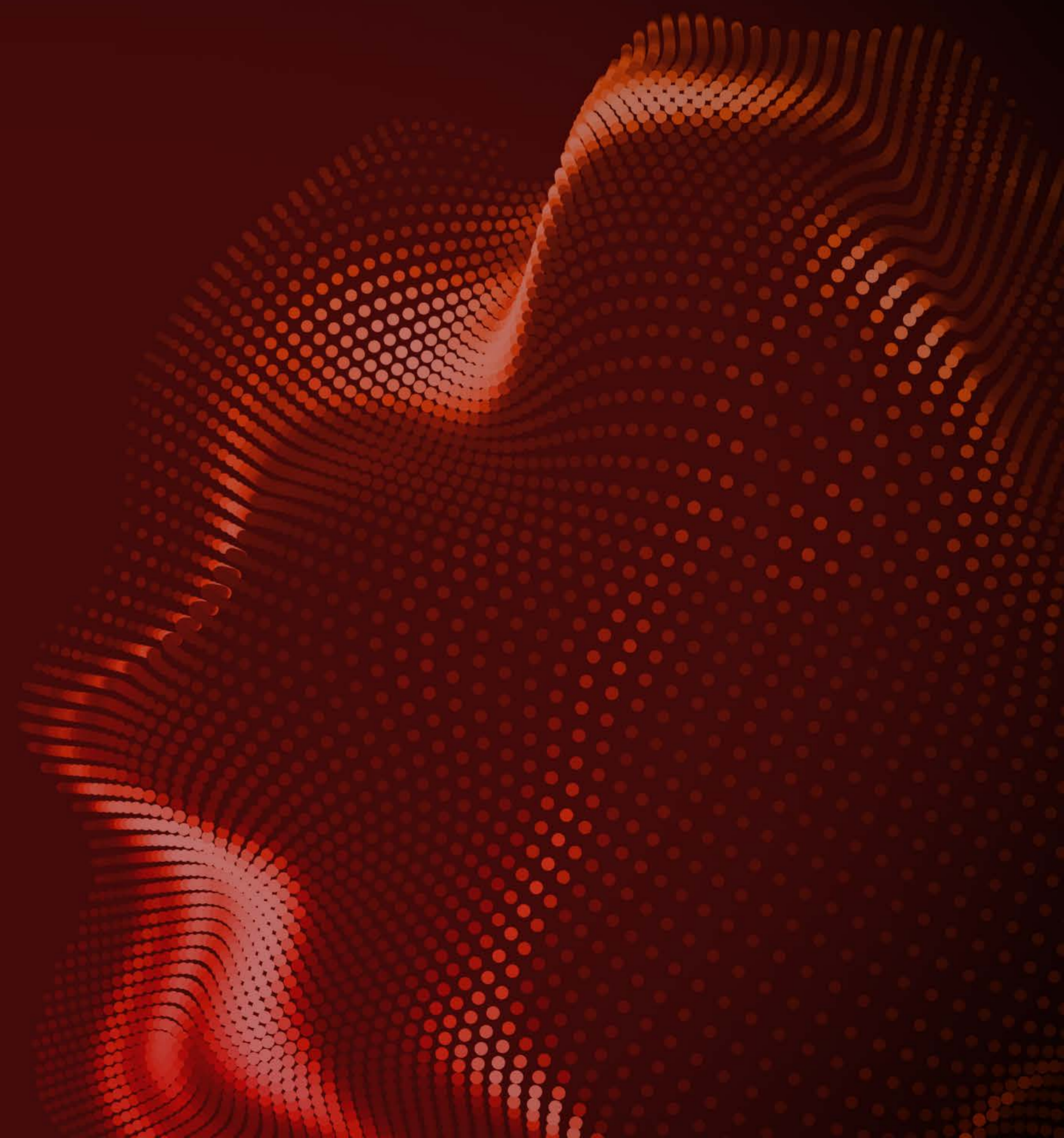


INDUSTRIAL SERVICES **CYBER ESSENTIALS** **CASE STUDY**

Business Size
800+ Employees

Service
vSOC CERT

Customer Since
2007



THE HIGHLIGHTS



Challenge

With over 800 users in the UK, the business relies on its Cyber Essentials certification being kept up to date, which can present significant challenges against an ever-changing security backdrop. This client wanted to be absolutely certain that the necessary aspects were being addressed in order to retain its Cyber Essentials certification.



Solution

That's where vSOC CERT Gold+ came in. The console provides an enhanced view across the network, empowering the handling of any exposures as they arise (rather than having to deal with a backlog of issues). This has facilitated ongoing assurance that security standards are being continually maintained in accordance with Cyber Essentials certification requirements.



Results

With Data Connect's support, this client's IT support engineer and his team have successfully renewed the Cyber Essentials Plus certification, giving the business continued access to significant new contract opportunities; he elaborated:

"Engaging with Data Connect, vSOC CERT and gaining access to the vSOC Connect Console continues to drive our Cyber Essentials certification process. Without certification, we can't bid on certain projects. Working with Data Connect provides the clarity we need to ensure we're addressing what needs to be improved to renew our Cyber Essentials certification, year after year."

IT Support Engineer, Industrial Services Client

THE BACKGROUND

One of Data Connect's longest-standing clients is the standalone UK arm of a major multinational industrial services provider. The business delivers industrial services such as access solutions to facilitate maintenance in hard-to-reach areas in large-scale industrial plants for customers in the UK. The wider group, which was originally established over a century ago, is headquartered in Germany and now operates in over 30 countries worldwide. The group partners with industrial, marine and offshore, and construction clients from around the world, providing services to safeguard asset performance under the most challenging operational and climatic conditions.



91%

Organisations are more confident in their cyber defences thanks to Cyber Essentials.

How Data Connect has helped one of the world's leading providers of technical industrial services to **successfully retain its Cyber Essentials and Cyber Essentials Plus certifications, year after year.**

The vast majority of growth for this client's business has been attained through winning public- and private-sector competitive tenders for major international contracts. Maintaining Cyber Essentials for this business is critical for its UK entity as having this certification is a mandatory requirement when bidding on virtually all government contracts for technical industrial services.

One of their UK-based IT support engineers who heads a team providing UK IT support, said this:

"We signed up to the vSOC CERT Gold+ package because we really liked the look of it, essentially. The vSOC Connect Console that is central to it proved to be extremely beneficial in giving us a broad view of vulnerabilities on the network."

He added: "The Cyber Essentials dashboards are very effective and simple to use – they enable us to rapidly pinpoint the vulnerabilities that would specifically affect our Cyber Essentials certification."

IT Support Engineer, Industrial Services Client

THE CHALLENGE

This client's primary challenge – and key driver for using vSOC CERT – is a business-critical need to remain abreast of emerging issues and vulnerabilities on its network and to ensure the robust safeguards specific to Cyber Essentials are in place.

“We do have a security team, based in Germany, who notify us if anything on the network doesn't look right or they're noticing any strange activity, but it's nice for us to be able to have a round-the-clock view ourselves. It's like an extra safety net, which allows us to be proactive when it comes to our cyber security.”

IT Support Engineer, Industrial Services Client

THE SOLUTION

vSOC CERT together with the vSOC Connect Console have provided this client with a constant view of its risk profile and around-the-clock reporting on specific issues and vulnerabilities that would impede successful Cyber Essentials certification. The client explained how vSOC CERT has fortified the business' cyber security posture and placed enhanced protection in the UK team's hands:

"Every year, when it comes to certification renewal, we get a lot of help and support from Ray Stone and the team at Data Connect. They're very knowledgeable – a lot of the advice we get centres around the changes that come into force, from year to year, in terms of the requirements that need to be met to remain certified."

IT Support Engineer, Industrial Services Client

Ray Stone, a security consultant and director at Data Connect added the following:

“Our client’s global IT department does, of course, have vulnerability management tools in its arsenal; however, the UK arm of the business likes to have vSOC CERT and the vSOC Connect Console in its corner, as it provides laser focus on the relevant requirements for Cyber Essentials certification. They find our service makes recertification straight forward and have successfully renewed it multiple times over the years we’ve worked together.”



30%

Increase in CVEs compared to the previous year, highlighting the challenge of vulnerability management.

THE RESULTS

- The Cyber Essentials Plus accreditation strategy has successfully been supported throughout the year with in-depth vulnerability reporting provided by the vSOC Connect Console.
- Issue rectification has been made easier for the business, as the console provides access to documentation – such as Microsoft® technical pages, covering Windows® vulnerabilities – that gives vital information plus links to solutions the client can action immediately. “It’s very useful having the resources all in one place,” our client stated.



#1

Challenge for organisations pursuing Cyber Essentials certification is patch management.

While the vSOC Connect Console has only been deployed specifically by the UK entity to help it ensure the Cyber Essentials' requirements are being constantly met (which is only relevant to the UK and Ireland), **working with the team at Data Connect has benefitted their colleagues across the world. Here's an example:**

"One thing that's been rolled out to us in the UK and to other countries, for example, followed Data Connect's advice on the security benefits of using a six-digit pin on mobile devices. It's something we implemented a few years ago, following guidance from Data Connect, but since then, it's a measure that's been adopted by the group worldwide."

IT Support Engineer, Industrial Services Client

To conclude, this is why the client's chosen to stay with Data Connect, and subscribe to vSOC CERT and the vSOC Connect Console for so many years:

"When it comes to renewal time, we get a lot of other providers contacting us, offering alternative solutions. The fact that we've stayed with Data Connect for so long is testament to how much we value the relationship and how pleased we are with the solutions provided."

IT Support Engineer, Industrial Services Client



69%

Organisations believe that Cyber Essentials has increased their market competitiveness.



Get in touch with our dedicated team to discuss your needs.

Talk to an expert

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