



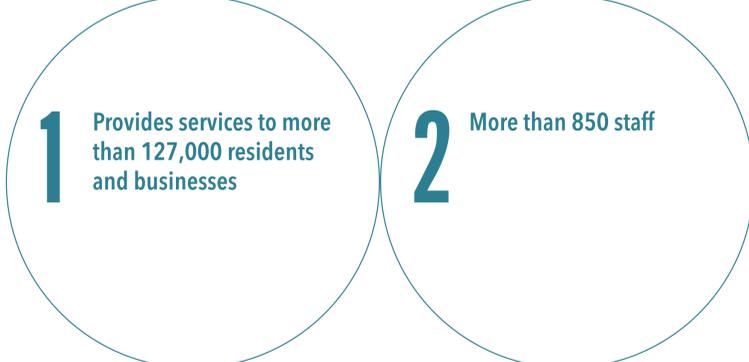
Managed security solution delivers enhanced capabilities and peace of mind to Waterford City and County Council

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Located in the Republic of Ireland, Waterford City and County Council (WCCC) provides a range of services to around 128,000 residents and businesses in Waterford City and the surrounding area.

More than 850 staff, driven by the council's Senior Leadership Team, strive to ensure that Waterford is 'the best possible place for all its people and for those that wish to live, visit, work or invest' in the local area.

The Key Facts



The Challenge

Ensuring the security and resilience of critical data and IT assets is essential to every public sector organisation. WCCC recognised that its existing security solution was unable to respond effectively to the challenges and threats posed by an increasingly sophisticated cyber security landscape.

Like many public sector organisations, WCCC found that with a relatively small IT team it was becoming increasingly difficult to effectively manage and monitor their security

operations centre (SOC). This meant the ability to respond effectively was reduced and it was becoming increasingly challenging to provide comprehensive out of hours cover. With the resourcing issues and rising costs of their previous solution, WCCC was actively investigating alternative technologies and contacted Softcat to help identify providers. They were looking for a solution that could reduce the impact on in-house resources, providing the resilience needed to protect vital data and assets, and strengthen the Council's overall security posture.

Critical Success Factors



The Solution

"We'd been looking at a variety of potential security solutions and contacted Alan Brennan, Softcat Public Sector Account Manager, to learn about what was available and most suitable for our specific needs. Alan shared a wealth of information with us, including which solutions had been implemented by other local authorities to meet today's security challenges."

Mark O'Toole, WCCC Head of Information Services

"Softcat was very patient with us during the discovery phase, working hard to fully understand what we needed and running through the various options available to ensure we secured a suitable solution. Ultimately, we accepted Softcat's recommendation that a managed detection and response (MDR) solution would deliver the robust security posture we needed; help minimise the impact on our in-house IT resources and represent the fastest and safest option to get something in place as quickly as possible." - Mark O'Toole, WCCC Head of Information Services

Softcat recommended Sophos MDR to both enhance endpoint security and provide a 24/7/365 managed security function. Sophos MDR simplifies security log management through providing a centralised portal to analyse information taken from firewalls, Microsoft 365, emails and other activities. It also includes a fully-managed MDR function to enable cover outside of working hours when the majority of cyber-attacks take place and an

onboarding element to enable a seamless integration of the new solution.

"In all, the solution implementation took about a month to complete, mainly due to our diversely located workforce. Softcat's knowledge and experience of operating within existing procurement frameworks proved invaluable and helped us secure a significant discount to comply with the framework's budgetary constraints. Of course, there were a few issues to overcome in regards to achieving full integration of legacy applications, but Softcat and Sophos helped to quickly resolve them. And the managed element of the solution has, in effect, augmented our IT team with the capabilities provided by the Softcat and Sophos specialists' ongoing support. It's given us real peace of mind that we're able to escalate issues to the Sophos team when needed and we now have the robust security posture required by a public sector organisation." - Darren Ware, WCCC Project Leader

Solution Highlights



The Benefits

Both Softcat and Sophos were happy to engage closely with the client to pass on critical technical knowledge and an understanding of the cyber threat landscape.

WCCC now has the capabilities it needs to protect valuable data and IT assets and ensure service continuity for its residents and local businesses. Softcat's experience of both procurement frameworks and Ireland's marketplace helped to ensure WCCC could rapidly implement a compliant, fit-for-purpose solution, while benefitting from a significant discount from Sophos to keep within the framework ceiling of €150,000.

"With Softcat, it's not really about the hard sell," said Darren. "They are genuinely passionate about the solutions they sell, how to get best out of them and ensuring they meet our specific needs. It gives us peace

of mind that we have knowledgeable specialists and extensive resources we can reach out to for advice on a regular basis. Their knowledge of the frameworks also helps ensure we get our procurement decisions right and just simplifies the whole process. During the discovery phase, Softcat's marketplace knowledge saved us hours of potential research to identify a suitable solution.

"With Sophos MDR, we're now able to manage risk and identify vulnerabilities much more effectively. We're able to collaborate directly with the provider and incrementally improve our security posture through taking on board recommendations from the Sophos team.

“ We're only a small team, so it's good to have someone overseeing our security solution. The Sophos team is constantly on top of what's happening within our IT estate and provides great advice and feedback to help us securely and effectively deliver critical services. ”

Darren Ware, WCCC Project Leader

Benefits at a Glance



Why softcat

"Softcat are easy to work with, strive to understand our precise needs and provided ongoing support throughout the engagement. They get the point across and understand our business reality," said Mark. **"We set our expectations and Softcat meets them. It's as simple as that,"** said Darren.

Essential Personnel

Alan Brennan:
Softcat Public Sector Account Manager

Alexis Peratopoulos:
Softcat Network and Security Manager