



Softcat and CrowdStrike team up to provide high-quality security for Basildon Council

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Formed in 1974, Basildon Council comprises 14 separate wards and is the largest borough in Essex, England.

It provides a range of district level services to local businesses and close to 180,000 residents. With almost 900 staff working to deliver services underpinned by resilient governance principals and robust management

practices, Basildon Council has a strong commitment to allocating resources in a sound, transparent and inclusive manner to achieve its desired outcomes.

Key Facts

1 800+ staff providing services to 180,000 residents and local businesses

2 Strong commitment to transparency, inclusivity and robust governance principles

3 Established in 1974

The Challenge

Ensuring the security and integrity of sensitive data is a critical element of Basildon Council's day-to-day activities. Its security operations centre (SOC) was outsourced to a managed, third-party provider that was unable to deliver the required outputs of data monitoring and analysis. This meant its in-house IT team was becoming overrun with work due to the extensive threat monitoring and analysis required to make sense of the wealth of data created.

Given the sensitivity of some of the data it holds, it needed assurance that it would have effective existing safeguards to minimise the risk of data breaches that could negatively impact service delivery and ensure a robust safety posture is in place.

Basildon Council also had concerns around the level of threat protection the existing solution provided.

The council was also keen to consolidate the number of vendors it works with to reduce both the complexity and cost of providing a secure IT environment. With this in mind, it reached out to Softcat to investigate alternative managed services and propose a suitable solution.

Critical Success Factors

Reduce impact of data monitoring and analysis on the in-house IT team

Improve safety posture and enhance protection of sensitive data

Consolidate multiple providers through a single managed service

The Solution

Softcat has worked with Basildon Council for several years, and its latest engagement began after a service review identifying enhanced security provision as a priority.

Following an in-depth market assessment, Softcat identified the CrowdStrike Falcon® Complete Next-Gen MDR (managed detection and response) solution as a suitable fit. Once a decision was made, Softcat's team worked alongside Basildon Council to develop an implementation roadmap to bring in the third-party managed service from CrowdStrike. The council had a number of concerns that Softcat and CrowdStrike went to great lengths to address. The implementation needed to be rapid, seamless and achieved with minimal disruption to ongoing services. It also needed to minimise the burden, caused by information overload, impacting the in-house IT team

to monitor and analyse the solution's outputs. Softcat delivered a series of workshops and demonstrations to illustrate the suitability of Falcon Complete Next-Gen MDR. In close collaboration with CrowdStrike, Softcat provided a wealth of case studies and best practice examples illustrating how the CrowdStrike solution has been able to "cut through the noise" and deliver the critical outputs needed to improve security processes and support vital services in similar organisations. Falcon Complete Next-Gen MDR was implemented remotely, in line with Basildon Council's specified timeline and tailored to its precise business needs.

Solution Highlights

In-depth market evaluation to identify a fit-for-purpose solution

Best-of-breed CrowdStrike Falcon Complete MDR solution

Close client/vendor collaboration and extensive preparatory work

The Benefits

Throughout the implementation, both Softcat and CrowdStrike went above and beyond to deliver the solution on time and at a competitive price point.

Falcon Complete Next-Gen MDR enabled Basildon Council to consolidate multiple vendors and technologies into a single, easy-to-administer managed service and delivers a platform with the capacity to scale in line with growth and an evolving threat landscape. Although it represents a significant financial investment, it has ensured Basildon Council has the robust security posture required to protect sensitive data and respond to emerging security challenges.

underpinned by a highly skilled team of experts delivering leading-edge incident handling and response, combined with in-depth SOC analysis.

CrowdStrike's Falcon Complete MDR solution provides Basildon Council with strong threat protection,

With data monitoring and analysis delivered within the managed service, the in-house IT team no longer wastes valuable time assessing multiple outputs. The solution provides rapid results, doesn't require updates on reboots and has the capacity to incorporate ongoing policies across the IT environment, allowing the in-house IT team to concentrate on core tasks and adding value to wider council activities.

Benefits at a Glance

Solution delivered on time and within budget expectations

Enhanced security posture, underpinned by highly-skilled managed service team

Significantly reduced impact on in-house IT resources

Why softcat

Softcat has built strong, productive relationships with leading technology vendors like CrowdStrike to ensure it can deliver secure, high-performing solutions in response to today's business challenges. Its internal specialists bring a wealth of real-world knowledge and experience, gained through extensive collaboration with market-leading providers, to help clients access the right technologies at the right price.

"Basildon Council maintains an excellent relationship with Softcat, frequently leveraging their diverse subject matter experts to enhance our understanding of technology requirements. During the initial stages of our premarket engagement to replace the EDR platform, Softcat played a pivotal role in aligning vendors and providing valuable, unbiased insights. Over the course of nearly a year, we collaborated with both CrowdStrike and Softcat to compare technologies and evaluate our options. Throughout this period, both Softcat and CrowdStrike offered exceptional support without exerting any pressure to select a specific vendor."

“Following a complex tender process and the commencement of deployment with CrowdStrike, their premarket professional services team remained closely involved. This collaboration facilitated rapid technology deployment and ensured a consistent approach to decommissioning our existing EDR system while securely onboarding Falcon Complete. Now, after six months, we are fully deployed and have observed a significant positive trend in our cybersecurity posture.”

Jim King
ICT Technical and Security Consultant at Basildon Borough Council