

case study

dnsMSS™ Managed Security Services: a customer perspective.

A prominent Scottish government agency, whose offices are spread throughout Scotland, recently decided to build on its relationship with **dns** and outsourced its security management to **dnsMSS™**. For the organisation this was a logical step in focusing on security.

The recently appointed ICT director soon found that security was an afterthought. His first priority was placing security at the heart of everything his department delivers for the organisation.

*"My department had worked with **dns Professional Services** on a number of projects before I started here, so when I was researching outsourced security services, many members of my team spoke highly of **dns**. It was the obvious choice to talk to people who already knew our environment well, and importantly, had built up a good working relationship with my team."* says the director.

*"I knew that security management had to be at the core of delivering secure, reliable services to the business community, and yet I was faced with a prohibitive cost of recruiting in-house skills. **dnsMSS™** quickly made sense to me, as I could not only save on the cost and effort involved in hiring and training skilled security staff, but could also significantly reduce our exposure to risk."*

Initially, he subscribed to the **dnsMSS™** Managed Firewalls & VPN service. Fourteen firewalls were moved under **dnsMSS™** management - four centrally, and a further ten in regional offices, which work to achieve the organisation's goals around Scotland.

*"Keeping our security in house had always been a bit of a sacred cow, but it had to be slaughtered. I could only see security getting more complex and expensive if we continued to try to do it ourselves. **dns** give us top quality services, and we've built a deep trust in them on the strength of our relationship. Most importantly, we've seen a reduction in security threats and a benefit in the bottom line."*

*"After four months, we also subscribed to the **dnsMSS™** Managed Email Security service. Coincidentally, we switched it on the day that the MIMail worm hit. I can honestly say that I didn't even realise there had been a problem until much later when **dnsMSS™** reported how many infected emails had been stopped. Many other companies lost at least a couple of day's productivity to this problem, but we hardly even noticed it."*

*Our own service desk would have been swamped in finding and disinfecting machines, but the **dnsMSS™** Support Desk is very proactive and saves us a great deal of effort - another real cost saving.*

*"The reporting I get from **dnsMSS™** has been invaluable. For example, I knew we had 1,300 staff, but I didn't realise that there were over 2,000 active email accounts. Now I can find out who has multiple aliases, and why."*

*"The hardest part was to educate staff in the need to filter their email. **dns** helped us to establish our Information Security Management System, and to articulate it clearly to our staff. We reassured people that we are focused entirely on risk management, and are not eavesdropping on their communications."*

*"Using **dnsMSS™** has helped change the very culture of the organisation. Staff now understand the need to comply with corporate governance, and we have the tools, the processes and the people to help us to meet these requirements. Before, people asked what right we have to filter their emails, but now they are grateful that problems such as viruses and spam are nipped in the bud."*

*"My outgoings are fixed so there are no surprises, and the information I have now to manage the environment is far better than before. I have a whole team of dedicated security professionals in **dnsMSS™** who I can rely on to keep me going - far more than I could have recruited myself."*

*"At the end of the day, although we bought security, not productivity, we found that we actually got both. **dnsMSS™** has been a real value-add service."*

The subject of this interview, whose identity has been obscured due to confidentiality requirements, is available to give references to prospective clients of **dnsMSS™** for further information please contact info@dns.co.uk.

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