



Case Study



Company: Orbital Technology

Industry: Information Technology

Year established: 1999

Website: <http://orbital.technology>

Introduction

Orbital Technology is a London based Managed Services Provider (MSP) whose highly-experienced IT specialists support both emerging and established companies. One of Orbital Technology's core aims is to help its clients to understand and address the ever-changing threat landscape and the ongoing changes and challenges within the world of technology. Orbital Technology is constantly evaluating cutting-edge, proactive IT solutions to meet the day-to-day business needs of its clients whilst always having an eye on the future.

Orbital Technology at a glance

Established in 1999, Orbital Technology provides expert IT support to organisations that need help in running or improving their IT systems, whilst also ensuring that the solutions they recommend and supply are tailored to fit each customer's specific business environment and budget. Utilising Orbital Technology's extensive market knowledge and skill set enables its customers to find the correct solution for each of their IT challenges, without having to commit to the investment required for establishing and or expanding their own internal IT departments.

The Orbital Technology Security Challenge

About five years ago, Orbital Technology became aware that its existing Anti-Virus solution was not effectively protecting customer's systems, and was allowing threats that were causing significant, disruptive issues.

Another major challenge was the introduction of the UK Data Protection Act 2018 and GDPR, resulting in the need to find a truly automated patching solution to facilitate and ensure regulatory compliance across the whole of Orbital Technology's customer base.

The Heimdal® Solution

After testing multiple cyber-security solutions and finding various issues with each of them, either in terms of protection efficiency or ease of use, Orbital Technology finally settled on a combination of Threat Prevention, Patch & Asset Management and Next Generation Anti-Virus from Heimdal.

Heimdal's comprehensive and fully-automated cybersecurity product suite contains a next-gen Antivirus with a 100% detection rate, a DNS traffic filter (to secure against unknown threats), as well as a revolutionary, automated patch management solution combined with a software inventory module.

Orbital Technology's adoption of Heimdal's products enabled its team to refocus on customers' specific IT business needs, instead of having to constantly worry whether installed security products were performing as required, and if they were providing the protection that was needed.

Heimdal further lightened Orbital Technology's workload by providing built-in data protection mechanisms and a full audit of application patching, all in line with the compliance requirements of both the UK Data Protection Act 2018 and GDPR.



Heimdal is the most essential component of the cyber-security stack that we deploy to protect our clients. The product's enterprise-level capabilities and automated patching, of not only Microsoft applications but also over 100 third party software applications, is critical for the support services we offer. We previously used a lot of the RMMs in the market and, frankly, they all fell well short in terms of both reliability and speed to patch.

Even though the market is always changing, Heimdal allows us to simply and efficiently manage and control our entire customer estate. With over 150 clients under management, from 10 user organisations to large enterprises, we need a flexible, scalable, centrally-managed cyber security solution for all of our customers and this is exactly what the Heimdal product suite delivers.

The enormous amount of time that the Heimdal products saves us, by not having to do manual patching, updates and customer changes ensures that we can remain at the cutting edge of technology, allowing us to provide better customer service whilst, at the same time, giving us an all-important competitive edge in the market place.

- Peter Slack
CEO of Orbital Technology



Leading the fight against cybercrime.



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