

WELNET
ZEKERHEID IN ONDERNEMEN

CASE STUDY

Company Name: Welnet B.V.

Country: The Netherlands

Year founded: 2001

Company website: <https://www.welnet.nl/>

Introduction

The rapidly changing digital landscape and the threats that come with it are forcing us to look ahead and anticipate what the future holds. For Welnet B.V. CXO Casper Lammertink, the necessity for a more resilient and integrated security solution was considered a top priority ever since the company envisioned that this rapid digital transformation calls for a “Unified” approach.

The previous requirements for security within their customer base were considered more than sufficient to cover the basics at that time. Being confronted with various challenges from a management perspective into maintaining uptime and business continuity led to an active search to facilitate the journey to growing their security posture.

Welnet brought the key requirements down to 3 main pillars: Visibility, Accessibility and Integration. The Strategic Unified Security Partner which the company deliberately chose to meet these essential conditions was Heimdal.

Welnet

Welnet B.V. is a Dutch regional Managed Service Provider (MSP) who services a wide clientele within the SMB domain. Ever since its inception in 2001, they have been loyal to their core values and translated those into pragmatic and tangible solutions for their customers. They transitioned from a traditional reseller and on-premise services to a true full Managed Service Provider over time.

The diversity of their portfolio comes together as a full “One-Stop-Shop” for SMB-type organizations. Welnet’s service offering makes sure they can deliver a wide variety of services for their customers according to modern standards. The company’s “Customer-Centric” approach provides a scalable and flexible experience over the entire customer lifecycle, ensuring high business continuity outcomes.

Welnet’s vision is to be a mid and long-term enabler and provider within the SMB segment. Their customers can expect them to be very aware of the current dynamics within the (threat) landscape, as they can rely on them to look ahead and be prepared for future events.

Visibility

According to Ricky Kocyigit, who is responsible for all operations, compliance and information security within Welnet, the challenge lies within the dynamics of the landscape they reside in:

“At Welnet we manage hybrid operating environments which come with an increase in cloud use and remote access. However, the fading traditional network perimeter caused a shift in the point of access to “Anywhere”. As a result, we considered “Endpoints” and “Identity” (user & machine) to be leading in our approach and service offering. This created visibility challenges for our IT and security team. The increasing need for location-independent security made threat and data protection, investigation, and remediation more difficult.

Heimdal’s Unified Solution Platform provided us a scalable and holistic overview of Endpoints and assets within the various environments we manage.”

Accessibility

Welnet recognized the fact that the modern workforce includes more than employees. Partners, contractors, vendors and more require access to restricted applications and sensitive data. But legacy and perimeter defenses are no longer enough.

“With Heimdal we are able to manage the various admittances via manageable privileges to ensure and minimize unwanted usage or access to critical applications and or files. You can say we apply an “Identity-First Security Strategy” to manage trust in the identity of machines interacting with other entities (devices, applications, cloud services, or gateways).”

Integration

The company’s siloed portfolio was having various security solutions deployed per stack which could lead to a lot of challenges. That setup lacked cloud and endpoint integration, as it enhanced the workload, growing data, and identity security.

“The Welnet portfolio encompasses more than standalone services. We offer a modular and scalable set of services to our customers. When we decided that security should be an integral-if not a fundamental part, Heimdal’s vision, approach and current portfolio perfectly matched our requirements and wishes.”

Upgrading Resilience

In their search for the right cybersecurity vendor, Welnet reviewed various solutions before we got referred by one of their trusted security advisors to Heimdal.

“To be honest, we’ve never heard about them at all, so we weren’t sure what to expect. But they came highly recommended and first impressions were promising”, Lammertink explains.

“The single-pane-of-glass, the single-agent and overall effective functionality were important evaluation criteria for us, which Heimdal fulfilled from the start.

Rethinking the Security & Risk Strategy

According to CXO, Casper Lammertink, the digital transition continuously pushes and forces Welnet to look ahead of the curb. As an IT company, they needed to stay relevant as towards their customers. “We have an obligation to deliver and ensure their business continuity”, Lammertink added.

“Our customers rely on our knowledge and expertise so they can do what they do best.”

“With the rapidly changing threat landscape, we were in need to seek solutions that would ensure higher resiliency. This didn’t mean that we took security lightly before, but we needed to mature our security solution posture according to current standards.

Today’s attacks on identity and data call for advanced prevention and detection solutions to stay ahead. Therefore, we needed to invest in a robust security platform that had all these components from the start. We found a Business, Technical and Personal match within Heimdal.”

After thorough testing, we were pleasantly surprised by the portfolio coverage which could replace 3 up to 4 of our current vendors. This took away a lot of complexity in managing different agents and point solutions for us. As an MSP, we rely on our Remote Monitor & Management system (RMM) to efficiently manage the day-to-day tasks.

We anticipated that Heimdal would be easy to integrate into the RMM dashboard; unfortunately, we ran into some limitations that had some impact on our expectations.

“Our objective was to decrease the security product complexity.”

We raised the points to Rik Schoonis, Benelux Country Manager. His pragmatic and no-nonsense approach continued in the subsequent dialogues with the development team. We really felt like we were working as a unified team towards a performing solution. Our voice was heard and found to be very constructive, which quickly led to the desired result.

Going through this process confirmed we had found the right partner that we could trust and rely on. Heimdal's vision, hands-on approach and portfolio perfectly matched the requirements and wishes we envisioned.”

Value-based Partnership

“To us, Heimdal thinks beyond the innovative product functionality as it comes to a healthy business relationship. They include your business objectives to match both your current and future needs.

The joint objective is to truly create a sustainable ecosystem and strategic partnership, as well as the perfect conditions to overcome the increasingly competitive and faced-paced market in which we operate.”

Heimdal®

Heimdal understands the modern business drivers and their challenges, as they are part of our daily routine. We therefore strive to apply the strategic combination of business and technical specialties within our offering. We interpret topic-specific information into its broader business impact and provide sufficient insight to grow our partners and their customers' security maturity. We support our partners without concessions on the basis of predictability and scalability.

Heimdal provides partners and their clients with the ability to apply security and risk management functionality, and facilitate the digital ambitions of the organization, including achieving and maintaining a competitive advantage.

Currently, Heimdal's cybersecurity solutions are deployed in more than 45 countries and supported regionally from offices in 15+ countries, by 175+ highly qualified specialists. We are ISAE 3000 certified and secure more than 2 million endpoints for over 10,000 companies.



Leading the fight against cybercrime.



www.heimdalsecurity.com

©2023 Heimdal®

Vat No. 35802495, Vester

Farimagsgade 1, 2 Sal, 1606 København V

All other product and company names mentioned are trademarks or registered trademarks of their respective owners.