Founded in 1982 by British businessman and author Tim Waterstone, Waterstones has become a cultural landmark in the United Kingdom over its four decades of existence. It is considered the country’s last surviving national bookshop chain thanks to its successful business strategy that has kept up with the digitalization of the written word.

Besides simply selling books, Waterstones creates a unique environment for readers with connected coffee and gift shop spaces that allow its customers to enjoy life’s little pleasures in a quaint atmosphere.

With over 3000 employees working in more than 280 bookshops located not only in the UK and Ireland, but Belgium and the Netherlands as well, it is a renowned name in the retail bookshop industry that has a reputation to uphold. This is why, when it comes to cybersecurity, Waterstones takes no risks and prefers the proactive approach.

Describe a challenge you’ve experienced and which Heimdal® solved.

“The process of patching has always been a pain for us at Waterstones. However, Heimdal has automated this flow while helping us maintain control over it at the same time, especially when it comes to 3rd party applications. We didn’t have a big focus on patching before but we knew we needed to start. Now, our devices are being patched regularly, the dashboard gives us all the criticality scores we need to know (CVS and CVSS), and we can see reports on what applications are not being updated. Thus, we have visibility even for software updates that cannot be automated. Since we added the Heimdal Patch & Asset Management module to our cybersecurity roster, it simply sits in the background and does the job quietly, giving us the time and resources that we need to focus on other tasks.”

Waterstones Security Challenge

One challenge that Waterstones faced as a business was that of software patching. Regularly updating applications is essential in closing vulnerabilities and minimizing risks, but before choosing Heimdal, the practice was often overlooked due to it being a burden on IT administrators.

Waterstones found the solution to its main problem in the features of our Heimdal Patch & Asset Management. With automated patching and complete visibility into every layer of the process, the tool not only helped mitigate vulnerabilities but also saved a lot of time and resources in the process. To illustrate, the company had a problem with software compatibility on their cloud computing software updates. However, via Heimdal sysadmins were able to roll back to the latest version, remotely from within the dashboard. This was a simple and accessible solution that proved to be very effective in the long run.
Leading the fight against cybercrime.