



**HEIMDAL™**  
SECURITY

# WATERSTONES

CASE STUDY

2022

**Company Name:** Waterstones

**Industry:** Retail Bookshop

**Year founded:** 1982

**Number of employees:** 3000+

**Global presence:** UK & parts of Europe

**Company website:** [www.waterstones.com/](http://www.waterstones.com/)

## Introduction

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 Heimdahl™ solved.

"The process of patching has always been a pain for us at Waterstones. However, Heimdahl 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 Heimdahl 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."

## Describe what you like about the Heimdahl™ Security product suite and how our cybersecurity solutions helped your operations.

"What we like most about the Heimdahl suite is the Unified Dashboard. It is easy to access and there are controls within the agents on the endpoints that employees can use as well. Heimdahl products fit into our security stack with ease, making management simple."

## Describe why you choose Heimdahl™ above other options.

"We chose Heimdahl because of the quality of the product and the people! From the offset of our initial conversations and throughout our journey so far, every time we have been in contact with Heimdahl everyone has said – 'How can we help?' or 'Let's work together on this' or 'Let's help you get it done'. No extra charges, all free support around the clock. Our Customer Success Manager knows about the product in-depth and is confident in talking to us about it, helping us always get the answers we need."

## Describe how your systems will be impacted if you did not have the Patch & Asset Management module provided by Heimdahl.

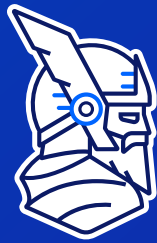
"If we wouldn't be using Heimdahl Patch & Asset Management now, we would have out-of-date and insecure software running on our endpoints. This would leave us open to more risks and create an ever-increasing weight around our neck to sort the patching manually. We wouldn't even know how far out of date the applications are. Basically, we would have no visibility whatsoever."

**Matt Langner**, IT Service Manager at Waterstones

## 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 Heimdahl, 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 Heimdahl 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 Heimdahl 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.



**HEIMDAL**<sup>™</sup>  
SECURITY

Leading the fight against cybercrime.