



Case Study



Company Name: Techni Team ICT B.V.

Country: The Netherlands

Year founded: 2006

Company website: <https://techniteam.nl/>

"Times have changed and so did the playing field of cybersecurity requirements and basic cyber hygiene. Techni Team ICT is therefore actively responding to an urgent market need: assisting and delivering mature security services for the SMB IT Service Providers. The range of these services is providing answers to the most pressing challenges, such as reduction on vendor complexity, the knowledge scarcity that follows from that and the need to make significant investments in the domain of 'People, Processes and Technologies' within IT"

Ardin Vlot, COO/CVO at Techni Team ICT BV

Strategy & Vision

"After an intensive period of reflection and revision, we unanimously decided that creating a sufficient, scalable and robust 'Security Proposition' for ICT-providers is a major step to ensure our business continuity and to aid to a business problem at the same time.

We found it highly important to secure and optimize our internal security standards to the meet the modern market standards and let that be the basis for our external proposition(s). We need to be able to continuously practice what we preach in an irrefutable manner!" Vlot continues.

This created an upside opportunity for Techni Team which we have incorporated in our strategy. We have set ourselves the objective for the realization of our modular Security Service Platform (SSP). Which, at the core, consists of Enterprise graded security solutions, services and skilled assets.

The Techni Team vision incorporates the full spectrum of modern safety and cybersecurity hygiene for SMB-IT-Service providers acting in a local or regional footprint. We align operationally and tactical which enables our partners to dramatically increase their ability-to-execute. This enables their installed base and future customers access to the modern threat protection landscape, enabling high business continuity outcomes. Next to that it allows IT service Partners to adopt an additional business model in a scalable, plug-and-play format with up-sell and cross-sell options."

As incidents are inevitable, organizational leaders have to be informed and need to understand cybercrime risk impact in business terms. Therefore, risk awareness and acknowledgement of an incident is vital. The impact of an incident can be devastating and at that point requires a thorough overview on events, logging and information. Techni Team's Security Services Platform (SSP) can provide these insights and will contribute to the mitigation plan and contextual input required from executive levels.

Insight and understanding of the current and the future threat landscape are considered key and to some extent mandatory for organizations. Benchmarking the actual state of security maturity and compare oneself to peer organizations is considered a valuable indicator within the SMB segment. Therefore, stakeholders need correct insights on what level they accept risk, and it becomes a well-considered decision on the basis of a sound choice. The impact of incidents and the resulting damage is often underestimated at decision level within SMBs.

"It is essential to improve security for all users in the digital supply chain."

Ardin Vlot, COO/CVO at Techni Team ICT BV

Security Diagnostics

Techni Team's automated assessment tool provides clear diagnostics from the start on the "Current State" of security affairs. In an impartial manner we will provide the partner or their customers with a clear roadmap towards a more robust security implementation. The roadmap is constructed in a modular and phased manner. This ensures a sound and structured approach in each situation. Actions are taken on the basis of priorities that are determined by means of risk-scores compared to the standards that apply within the active domain.

Our partnership with Heimdal Security amongst other vendors underlines the necessity to cover the full scope of required services end-to-end. It enables us to provide modular security solution in a simple way that again resonates well within our target audience.

In general, we concluded SMB IT Service Providers are seeking to mature and expand their security service offerings without concessions to address the recognized market challenges:

- Scarcity in expertise and skilled security personnel;
- Manageability of the various security tools required;
- Ability to execute accordingly on vulnerabilities and security risks;
- Increasing time pressure to mitigate the growing number of threats on a daily level.

The amalgamation of both parties (Techni Team & Heimdal) ensures that our IT service partners are now supported in their business need while growing their business coverage while reducing risks simultaneously, without brute necessity of heavy investments.

We will assist our partners in the transformation from a silo-based structure to a connected and secure ecosystem. In our opinion, the collaboration between knowledge parties increases the effectiveness and coverage of the current market needs.

Partners by Choice

Once the Techni Team vision had been specified, we started to actively look for suitable partners to compliment the fundamental criteria. We were looking for parties that could deliver and contribute to the 'Security Technology and Value-for-Money' ecosystem.

Partners had to be able to cope with the ever-changing market dynamics, and had to provide a future-proof and robust basic portfolio from the start which would endorse our core principles.

"We find putting our partners' purpose at the foundation of our relationships to be critical to secure long-term success."

Rik Schoonis, Territory Channel Manager
at Heimdal Security

One of our existing security partners recommended Heimdal Security to be a potential match to our criteria. We found them to provide a wide, unified and balanced package of highly automated cybersecurity solutions.

After an intense period of testing the various solutions within their unified portfolio, Heimdal came out on top to meet all of our criteria.

Next to that, we found a personal match in our Channel Manager Rik Schoonis. His 'collaborative and service-enablement' mentality fully syncs with our way of doing business.

He understands our business drivers and challenges and enables us in every way to realize our aspirations to answer our concrete principles to encompass Security and Safety, Ease of Doing Business, and Reliability.

Security & Safety

We have always been very focused on security and privacy ever since our inception in 2005. This was due to our customer base being formed around higher sensitive work domains back then, such as general practitioners, lawyers or accountants' offices. Based on that experience, we can extend and transfer those structured work methodologies into our new services.

Techni Team can provide full context, guidance, services and support to ensure resilience and reliability on enhancing the steps in growing the solution towards "The Desired State" of security maturity.

Techni Team's Security Services Platform (SSP) is built to accommodate modern cyber methodologies and support evidence to portray accurate insights with regards to the ability to absorb and mitigate potential outcomes.

Heimdal is considered to be a key contributor to facilitate that in our solutions portfolio. This will also allow our partners to provide sustainable input to their customers as it comes to mitigating risk appetite and apply risk management capabilities accordant.

Growing Resilience & Business Opportunities

As a strategic part of our entire Security Service Platform (SSP) offering, Heimdal was found to be more than a valuable asset to contribute to our vision and Eco-system.

The partnership is based on trust and continuously grows over time. Our mutual investments accommodate and reflect those values in the fullest sense. Heimdal provides a full multi-layered suite which allows Techni Team to service our entire clientele with agility and ease throughout the entire customer lifecycle.

According to Edwin van Vulpen (CEO at Techni Team ICT BV), "Companies today are more informed and more prepared to challenge the effectiveness of their company's IT and security programs.

It's therefore difficult to imagine that entrepreneurs throughout the (SMB) landscape aren't aware of the public or government scrutiny on the topic of security and risk management.

This level of awareness also seeps through to management layers within SMBs, which raises the expectations on their IT service provider(s) to fulfil and maintain towards modern security standards."

The partnership with Heimdal allows Techni Team to think beyond the innovative product functionality as it comes to healthy business relationships. We can fully include our partners' business objectives to match the actual and future needs. Our objective is to create an eco-system that provides sustainability throughout the entire partnership landscape. Creating the perfect conditions to overcome the increasing competitive and faced-paced market in which SMB IT Service providers operate.

The Digital Business Ecosystem

When Vlot starts talking about the interoperable digital platform, he speaks with great passion and conviction. The growing awareness among SMB companies, as well as that of their IT suppliers, creates a growing sense of urgency.

Since the majority of IT providers within our region consists out of 5 FTE or less, we came to conclude that the increasing complexity of the subject (both the problem, as well as the solution) cries for 'Simplicity' for those to adopt. Our platform-based ecosystem enables a robust delivery of security products and services to jointly realize the long-term goals.

When we were introduced to Heimdal, they were able to provide what we internally refer to as CAST (Constant Application of Solid Technic). It means that the people within Heimdal are continuously working on applying and implementing improvements to the technology at hand.

"Heimdal facilitates us to follow a flexible, scalable and modular business model that meets modern requirements."

Ardin Vlot, COO/CVO at Techni Team ICT BV

Ease of Doing Business

The ease of doing business is something that has been incorporated into Techni Team for many years. This was a hard and necessary requirement, especially with the type of customer the company initially served.

The business' technical and financial aspects should be manageable as well as easy to understand. This ensures that you can do business in a clear and transparent manner.

Based on this, these were also criteria that Techni Team was looking for in a partnership.

From a technical perspective, we are always inclined to deal with disruptive technologies, as is the case with Heimdal. Such technology partners look at the current world differently and often find simpler or more efficient ways in applying solutions without the limitation or restrains of embedded and legacy type of solutions.

Technically, Heimdal provides a very high degree of automation and integration from a unified perspective, with a high level of flexibility in application as a whole.

Also, the ease of integration and implementation of features or enhancements were proven to have an agile approach on realization, providing Techni Team with a seat at the table. This is considered a highly valuable trade for us.

Reliability

Techni Team is set out on a mission of success, therefore we defined reliability within our service delivery criteria as the probability that a product, system, or service will perform its intended function adequately for a specified period of time, or will operate in a defined environment without failure.

Heimdal has proven that it's able to provide the quality of service that we expect so our partner can be assured to trust our services as a result of that.

Technical reliability within our domain is very important, but business reliability is at least as important. In this regard, Doing What You Say is the most important weighing element.

No one is infallible, but Heimdal fulfills this on both levels and gives us the confidence that we are prepared for the most diverse scenarios in this collaboration. This enables us to correctly manage expectations across the board.

About Heimdal®

Founded in 2014 in Copenhagen, Denmark, Heimdal is a leading European provider of cloud-based cybersecurity solutions ranging from threat prevention, patch and asset management, and endpoint rights management, to next-gen antivirus, email security, and remote desktop.

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. Heimdal is ISAE 3000 certified and secures more than 2 million endpoints for over 10,000 companies worldwide.



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.