

European Cloud-Based Software Company

Case Study

Industry: **Cloud-Based Software**

Number of employees: **100+**

Global presence: **Europe**

Introduction

In the dynamic landscape of the cloud-based software industry, companies face a pressing need to safeguard their assets, as well as those of their customers. As businesses increasingly rely on cloud infrastructure to store critical data and deliver services, the risk of cyber threats escalates.

Ensuring the protection of valuable assets, such as intellectual property, proprietary algorithms, and sensitive customer information, is vital for maintaining a competitive edge and preserving brand reputation.

By implementing robust cybersecurity measures, companies can mitigate the risk of data breaches, unauthorized access, and malicious attacks, thereby fostering trust with customers, meeting regulatory compliance requirements, and safeguarding the continuity of their operations. This is where Heimdal comes in.

“With a centralized and unified portal, we can now effortlessly navigate and manage various aspects of our security strategy, saving time and effort in the process as well.”

Describe what you like about the Heimdal® product suite and how our cybersecurity solutions helped your operations.

Having one portal to access all our security software makes management and issue tracking incredibly convenient. This consolidated system streamlines the process of overseeing and addressing security matters, providing an efficient and user-friendly platform that helped us achieve a true Extended Detection & Response (XDR) outlook on our company's defenses.

With a centralized and unified portal, we can now effortlessly navigate and manage various aspects of our security strategy, saving time and effort in the process as well. The simplicity of this approach enhances the ability to track down and resolve any security issues promptly.

Ultimately, the Heimdal dashboard and agent empower my team with comprehensive control and visibility, ensuring a robust and well-managed security infrastructure.

Describe why you were looking for a new Privilege Escalation and Delegation Management (PEDM) solution to strengthen your cybersecurity posture.

As a loyal and satisfied Heimdal customer, it became apparent that integrating a new solution with our existing security software was the logical choice when we were in search of a new Privilege Escalation and Delegation Management module to add to our infrastructure.

We already had a range of products from Heimdal, including DNS Security for Endpoint, Patch & Asset Management, Next-Gen Antivirus, and Ransomware Encryption Protection. This offered us the right foundation for a complete Extended Detection & Response approach that is completely in tune with industry standards.

Opting for a PEDM solution that seamlessly integrated with our established security framework offered numerous advantages. It ensured a cohesive and unified approach to our security posture, simplifying

management and reducing potential compatibility issues. The integrated solution not only enhanced our overall security but also allowed for seamless collaboration between different security components, providing a comprehensive and robust defense against potential threats.

“Investing in privilege escalation and delegation management from Heimdal came as a logical next step in our journey.”

Describe the security challenges you've experienced before using our products and which Heimdal® solved.

Our customer story with Heimdal began with the initial purchase of DNS filtering, recognizing its pivotal role in fortifying our network against potential threats. As we progressed in strengthening our security infrastructure, it became apparent that a comprehensive suite of solutions was essential.

The subsequent investments in vulnerability management, antivirus, and ransomware protection naturally followed our initial need for DNS filtering. Each addition is seamlessly integrated into our existing security framework, providing a holistic and cohesive approach to safeguarding our systems. This progressive expansion not only addressed specific security concerns but also instilled confidence in the overall protection of our organization,

making it an organic and logical progression in our security strategy.

Investing in privilege escalation and delegation management from Heimdal came as a logical next step in our journey with your products. By acquiring this solution, we can effectively govern and monitor user privileges, mitigating the risk of unauthorized access and potential data breaches.

With precise control over user permissions and streamlined delegation processes, we ensure that only authorized personnel have access to sensitive data and critical systems. This proactive approach bolsters our security posture, fortifying our infrastructure against insider threats and unauthorized actions, thereby safeguarding our valuable assets and maintaining the trust of our customers.

“This newfound resilience provides us with peace of mind, bolstering our confidence in the protection of our sensitive data.”

Describe the impact and benefit you've experienced by having the cybersecurity solutions provided by Heimdal®.

From our perspective, the implementation of the comprehensive Heimdal suite of security solutions has undeniably elevated the safety of our enterprise. One notable example of this is the absence of CryptoLocker attacks since the adoption of these measures – a definite victory in our book and a testament to the efficiency of a true XDR approach to cybersecurity.

The combined power of DNS filtering, vulnerability management, antivirus, ransomware encryption protection, and privilege escalation and delegation management has formed a formidable defense against a range of threats. Not only have we successfully thwarted CryptoLocker attacks, but we have also mitigated the risks posed by other malicious entities, such as malware and insider threats.

This newfound resilience provides us with peace of mind, bolstering our confidence in the protection of our sensitive data. We are now more poised than ever in safeguarding our operations and fortifying our reputation in the industry.

Would you recommend Heimdal® to your peers? Describe the reasons why.



“Absolutely, without hesitation, I would highly recommend Heimdal's solutions to my peers in the industry. The comprehensive suite of solutions, including DNS filtering, vulnerability management, antivirus, ransomware encryption protection, and privilege escalation and delegation management, has proven to be a game-changer for our enterprise.

Since implementing these, we have experienced a significant increase in our security posture and a notable absence of CryptoLocker attacks, which used to be a persistent issue for our company in the past. The seamless integration and unified approach provide a cohesive and streamlined security infrastructure.

With these solutions in place, we have successfully mitigated various threats, including malware, credential abuse, and unauthorized access. Heimdal products are trustworthy, reliable, and effective, offering peace of mind to anyone who has the pleasure of using them. The complete XDR stance we adopted as a result granted enhanced protection and the ability to safeguard valuable assets and maintain a solid reputation in an ever-evolving threat landscape. Therefore, we are very satisfied with the security provided to use by Heimdal and will continue using your products for many years to come.”

- Anonymous
System Infrastructure Consultant at European Cloud-Based
Software Company



Leading the fight against cybercrime.



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