



ADL Maximises their cybersecurity with Trend Micro

Introduction

Secure IT Consult (SITC) has worked with Alexander Dennis (ADL) on a multitude of projects spanning half a decade, from our initial contact to install Trend Micro's Endpoint Encryption & OfficeScan solutions, to upgrading and migrating their Trend Micro solutions portfolio to Apex One.

Initially, we were contacted by the vendor with a lead for professional services that the client couldn't fulfil, and we got in touch to offer our services, knowing we were entirely capable of delivering.

With Alexander Dennis, the issues were simply a lack of in-house skillsets regarding the Trend Micro product portfolio, and a need to outsource the projects to maintain their day-to-day responsibilities, without losing sight of the project. The need for additional help, combined with the expertise provided by SITC, formed a relationship that has continued into the present day, 5 years later.

The ADL IT Service Delivery Manager said this: "It was about having confidence in the background. We haven't had any major issues, nor did we want any – so it was about making sure our environment was as robust as it could be."

With cybersecurity being an ever-evolving industry, with the threat landscape always changing beneath your feet, to fall behind is to be at risk. Alexander Dennis recognised this and set about finding a solution to the problem, wanting to ensure their security stayed in fighting shape:

SITC

"So what about this issue made it a priority to get this project completed?"

ADL

“Well, security. Bottom line was that with our software being behind the current version, we were very aware that our security was at risk, so we wanted to get that sorted as quickly as possible.”

ADL

“What we did is we put the request out to several groups in terms of what we required, and what they would deliver against our requirements, and I was most impressed with Ayaz & team.”

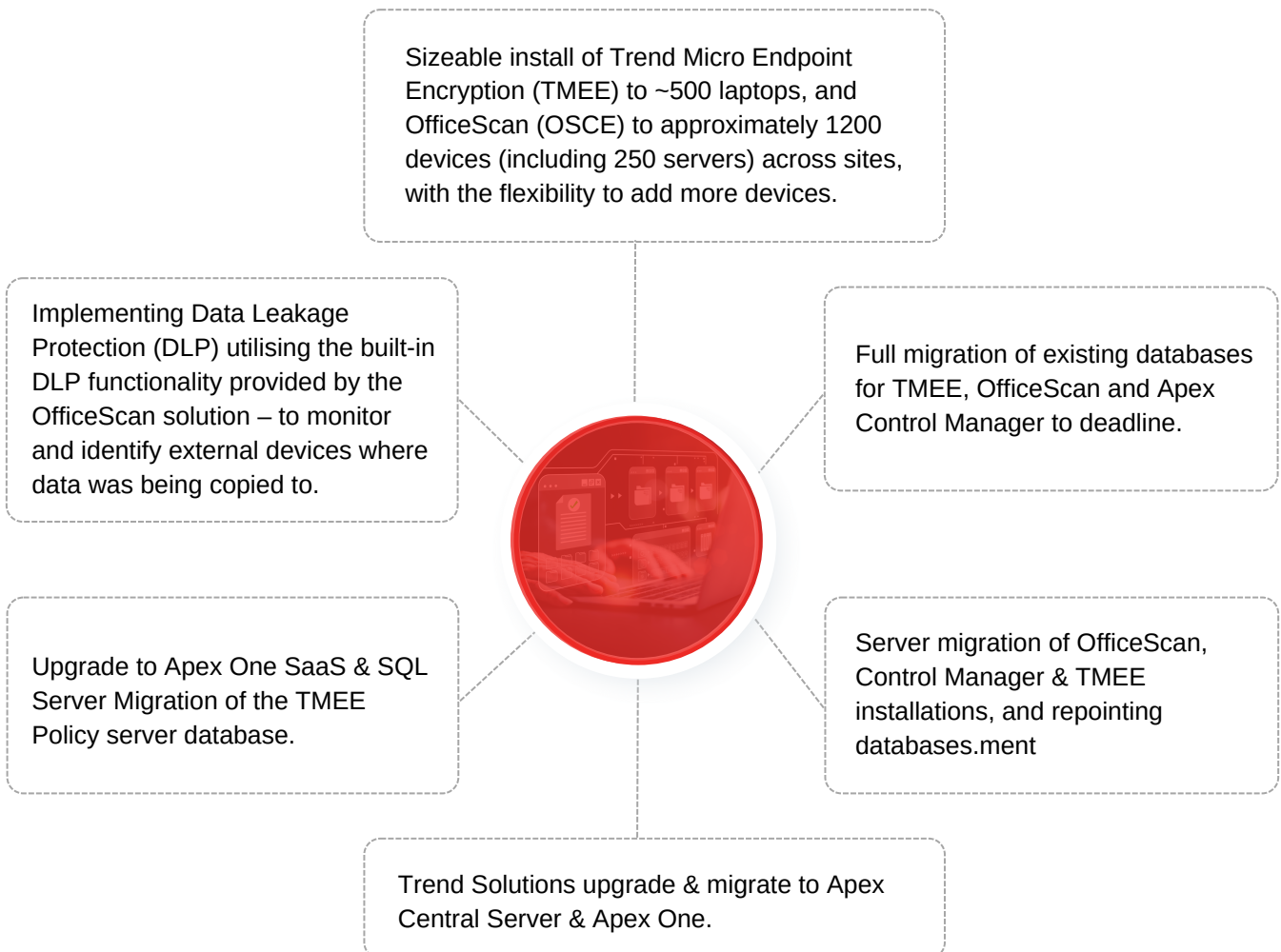
SITC

“So you chose SITC because you were most impressed with us?”

ADL

“Yes. You seem to have a very good customer service ethic, technically sound, and you could describe the solutions to us in detail – you then gave us a good proposal for how you would carry out the work, and those three things in combination made us choose you.”

THE WORK



APPROACH

To approach this work, Secure IT Consult provided the technological requirements that ADL would need to meet for aspects of the project. Once the prerequisites were met, we created a Project scope to determine everything that would & wouldn't be done during the project, and what the necessary steps would be. We then created a phase & action plan to estimate the amount of time it would take to complete each step in the projects, to provide ADL with a completely transparent timeline for the projects, and for them to understand exactly what was being done and when. Once these steps have been designated and confirmed, we draw up a statement of work to be accepted and signed off, and we get to work.

ADL

Alexander Dennis remain pleased with the work done for them by SITC, saying "For my team and the infrastructure team, we got positive feedback about the consultant – he was very personable, he seemed to know exactly what was required. I'd say we were pretty impressed with the level of organisation and planning."

Alexander Dennis has seen a massive reduction to the amount of data that's been removed onto external storage devices, an issue they were unaware of how significant it was prior to the project. When asked whether ADL believe the project(s) were successful, they said **"I can't say anything other than that. A complete success, it went very smoothly, and gave us the solution we needed."**

SITC

Secure IT Consult is proud to be partnered with Trend Micro for professional service deliveries, licensing, and as an Authorised Training Centre providing courses across their solution range.

We can deliver the highest level of service across the Trend Micro portfolio from planning and scoping to professional services across the project timeline.

Our work with Alexander Dennis has been a resounding success for both parties and we can only hope that this relationship is ongoing and continuously successful as it has been so far. Many thanks to Phil, the IT Service Delivery team Manager for his participation in the interview for this case study.

Trend Micro

Trend Micro is an industry leader in enterprise cloud security, XDR and cybersecurity platform solutions, whether you're running a business, datacentre or cloud environment, Trend Micro has a cybersecurity solution that will benefit your organisation. The Trend Micro platform delivers central visibility for better, faster detection and response with a powerful range of advanced threat defence techniques. Eliminate network blind spots, secure your workforce, understand, prioritise, and mitigate risk, detect, and respond more rapidly and protect your cloud, hybrid & on-premises infrastructure with Trend Micro cybersecurity solutions.