



## Managed Endpoint Security

Customer Case Study

### The Press Association



**CST Limited** are a London based specialist supplier of cyber defence solutions and information security services. Established in 1997, we are now one of longest running IT security specialists within the UK.

*'Our Managed Endpoint Security Service eliminates the support burdens, and the requirement to employ specialised staff, whilst improving the defences against the latest threats.'*

**Nigel Lewis, CSTL**

### I asked Nigel Lewis – *Director at CSTL* To introduce the service.



*To understand what a 'Managed Endpoint Security Service' is, it is probably first worth explaining Endpoint Security. A standard Endpoint such as a Workstation, Laptop or Server are the typical targets of choice for Cyber-attacks; let's call them Threats. Such Threats come in many flavours, including; Virus, Trojan, Ransomware, Hacking and Phishing. These Threats present a series of Risks, such as: Data Breach, User Productivity, Business Disruption and Financial Fraud.*



## Managed Endpoint Security

An Endpoint Security Solution aims to prevent such Threats and reduce the Risk impact to the business. Looking back to 20 years ago when CSTL started in business, the typical Endpoint Security solution was little more than an Anti-Virus agent that typically addressed low impact disruption Threats. Fast forward to now, and an Endpoint Security solution is a lot more complex. It needs to deal with so many more Threats whilst providing a layered in-depth approach to their detection, prevention and mitigation, and it has to be able to deal with Threats that are being deliberately created to outwit and circumvent traditional endpoint defences. Threats that now are crafted by well-resourced criminal gangs to make money.

### Challenges

The challenge for Organisations is that as the complexity of the Threat has evolved, so has the need for an effectual Endpoint Security solution. Consequently, Endpoint Security requires ongoing attention, support and expertise to ensure it is effective. The Managed Endpoint Security Service eliminates the support burdens, the requirement to employ dedicated staff and reduces the time needed to remediate the latest Threats. I think of it as achieving an "Outcome", the outcome with this service is a 'Safe Endpoint'. So rather than a business having to dwell on the latest features or technology aspects of a Security solution or tool, and indeed its deployment and upkeep, instead we deliver them a desired outcome: A Safe Endpoint.

## A Customer story, Who are the: Press Association (PA)?

PA

### "IT'S ON PA"

*These three simple words sum up the currency and credibility of the PA brand. Since 1868, when the Press Association was conceived as a London-based news gathering service for provincial papers, the words shouted across a newsroom have acted as a catalyst for action when a story breaks. They are trusted because they are fast, fair and accurate. Today, much of the content people read, see or hear continues to originate from PA. They enable brands – including national and regional newspapers, magazines, broadcasters, digital owners, businesses and public-sector organisations – to tell their own stories by providing products and services which span the newswire, images, video, hosted live blogs, social media content, page production services, TV listings and more.*

### A Safe Endpoint for effective Business

#### Operations

*Since 2013, the Press Association have used CSTL's Managed Endpoint Security Service. Prior to this they dealt with Endpoint Security in-house and experienced what are now a commonplace resource challenge to keep it effective. They have some 1500 endpoints spread across multiple locations, with a complex network infrastructure, diverse systems and a need to deliver system availability and resilience to their users at all times. The saying "today's News is tomorrow's fish & chip wrapper" comes to mind when you consider their staff work remotely from global locations to create and submit a breaking news story from anywhere on the planet to the editorial team in seconds. Moreover, just as quick the news needs to be disseminated. And you can understand their users and endpoints will be subject to Cyber-attacks by the very nature of how they work, and what they do, and hence why a safe endpoint is a necessity for them.*



We asked Leon Das, The desktop manager at PA to share his thoughts

PA

*When you have so many endpoints, a business need for immediate information access and a fast turnaround, you have a situation where the business objectives can be at odds with idealistic security practices. As the business diversifies into new areas, it is imperative PA maintains its reputation it has built over the last 150 years. Customers rely on us to always be ready for anything, endpoints that deliver live racing data, or are breaking the latest headlines cannot afford to be affected by preventable downtime. Hence, we decided that our staff should focus on core business requirements and outsource Endpoint Security to a trusted specialist partner. In this way we don't have to keep up with the ever-growing arms race of Cyber-attack and endpoint defence, but rather we can focus our resources on the business and trust in CSTL to deliver a safe endpoint. We can also tap into their wealth of knowledge across the security landscape and add additional security measures as the need arises.*

*Service Overview - Explained by Sui Man Lo  
The Technical Services Manager at CSTL*

*When onboarding a new customer, the first thing we do is to take stock of what they do, what systems they have and what needs to happen to bring the Endpoints to a secure operation position. Next, we take over the management of the Endpoint Security and undertake actions to keep the endpoint in a safe state. We review and tweak security policies, apply updates, review events and logs, instigate extra security controls where necessary and undertake the "feeding & watering" so to speak, to keep the endpoint systems secure and effective. We can handle most Operating Systems, and acknowledge that Customer contact is just as important as delivering an effective managed security services. This is why we insist on regular site visits to discuss and plan for change, to ensure the Service is always fit for purpose. The Service needs to be dynamic, and able to adapt as quickly as the latest Threats evolve to deliver a safe endpoint.*

**Paul Poleviou, the Commercial Account Manager for PA:**

*'It's often difficult to move away from a purely transactional relationship when working with your clients. When the Press Association highlighted that, they were planning to review their Endpoint Security this was an opportunity for us to move to a more trust-based service focus relationship. They had a problem, we listened, we understood the issues and came up with a support services that fitted their needs and their budget*



## At a glance - Advantages of a specialist looking after your Endpoint Security

### 1. Reduced downtime & disruption

Daily monitoring of the endpoint infrastructure for problematic events means that remediation happens fast, before issues can escalate.

### 2. Control IT Costs

Outsourcing converts variable IT costs into known fixed costs and allows you to budget more effectively. In other words, benefit from predictable operating costs (OPeX).

### 3. Greater scalability/flexibility

CSTL's flexible approach to Managed Services makes it easy for enterprises to get the right services fit, which can scale up or down depending on need.

### 4. Keeping pace with the demands for IT expertise

Organisations around the world are struggling to fill IT positions, particularly in cybersecurity. Outsourcing these functions to a partner with technically skilled and specialised engineers alleviates these costs and pressures.

### 5. Freeing up IT staff

Most IT departments are stretched thin. By outsourcing back-end functions or complex, rapidly changing security technologies, organizations dedicate their in-house technology experts to projects that will further their core objectives and promote innovation.

## Who are CSTL?

Computer Security Technology Ltd (CSTL) has been specialising in Cyber Defence (keeping the threats out) and Information Protection (keeping the valuable data in) since 1997. Their Security services include the following;

- Technical support and knowledge transfer
- Security solution Design, Deployment and Upgrade consultancy.
- Managed Security Services
- Cyber Defence & Information Protection gap analysis
- Penetration testing
- Staff security awareness training.

As well as supplying a carefully selected and proven portfolio of Security solutions and tools.

Key facts about CSTL below:

- Licensed Certification Body (CB) for the UK's Government Cyber Essentials + scheme.
- ISO27001 Lead implementer.
- Certified to IASME Information Security Management standard.
- UK Government Security clearance.

## Require more information?

Please email [info@cstl.com](mailto:info@cstl.com) or call the team on 020 7621 7836.

SLA's and WebEx available upon request.

