Software Provider **Celayix** Creates Efficiencies for Schedule-Dependent Organizations

Headquartered in Vancouver, British Colombia, Canada, Celayix, Inc. is the world leader of tailored-to-fit employee scheduling software and time and attendance solutions for organizations of all sizes. Whether their customers have 10 or 10,000 employees, Celayix ensures scheduling is a seamless endeavor. Through simple processes, automation, artificial intelligence, instant communications, and accurate time-tracking within their customized solution, Celayix integrates completely with other software systems. With over 20 years of experience, Celayix maintains the highest standards of quality solutions, services, and customer support for over 250,000 users.

CUSTOMER-AT-A-GLANCE

Celayix

Industry
Workforce Management
Software Provider

Website
www.celayix.com

Sophos Solutions
Sophos Managed Threat
Response Advanced for
Endpoints and Servers
Sophos Cloud Optix
Sophos Central Email Advanced

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Gurmit Dhaliwal, CEO, Celayix

Executive Summary

For workforce management software provider Celayix, success is defined by their customer base. Their personalized scheduling and time and attendance platform allows Celayix customers to operate efficiently and cost-effectively. With help from Amazon Web Services (AWS) and Sophos, Celayix can ensure uninterrupted uptime and exclusively protected data for their steadily increasing number of customers, while allowing the Celayix IT team to make the most of their day-to-day work.

An Insightful Understanding of Customer Success

"Our customers' business is our business," explains Celayix CEO Gurmit Dhaliwal. "Our goal is to ensure our customers' employees, contractors, or volunteers are productive while each organization, regardless of their industry, remains efficient and available. We remove any potential concerns customers could have regarding the management of their hourly employees. At the end of the day, we are here to help businesses run smoother." For a multitude of industries such as healthcare, hospitality, home care, event management, and manufacturing, Celayix's staff scheduling and time and attendance software is built to make customers' lives easier and less expensive with

24/7, 365 access to the platform. With this principle firmly established, uptime and data availability for each Celayix user is imperative.

The Economic Impact of Time, Attendance, and Scheduling

The customized solutions from Celayix help manage a client's diverse workforce and hourly workers. Celayix's advanced feature set establishes that customers are ensuring adequate staff coverage, matching qualifications and experience with particular shift changes, scheduling quality teams, and managing towards ever-changing industry demands. With Celayix, customers can reduce their time spent managing shift schedules and time and attendance by 95%.

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Dinesh Adithan, Director of Software Engineering, Celayix

A Strategic Move to the Cloud to Support Company Growth

Within the last two years, Celayix experienced steady and impressive growth in tandem with a strategic move to the cloud. Understanding that all customers required continued access to the Celayix platform and their own data, meant a transition from on-premises to the public cloud made sense. "With our shift to the cloud, it was important that our tools and security scaled with us. To support our business evolution, we sought a holistic plan complete with leading companies who could support our vision. It was defined by who we could trust," shares Dhaliwal. As a result, he entrusted his IT team to establish the proper next steps forward.

The Right Foundation and Partnering with Industry Leaders

"It was important that we aligned ourselves with companies who could meet our expectations and, most importantly, the expectations of our customers. Our clients should never have to worry about their data availability or security," describes Celayix Director of Software Engineering Dinesh Adithan. "Above all else, we must protect our customers' critical information while allowing it to be readily available so organizations can complete their work. The availability and security of our customers' data has a material impact," he expands. Depending on the customer, data can include personally identifiable information (PII), payroll and

billing details, client records, and even background or certification specifics. "After deliberate consideration, we made core investments in both AWS and Sophos. From an IT and business continuity perspective, AWS and Sophos together were the ideal choice," expresses Dhaliwal.

Adopting Best Practices

The Celayix IT team has intuitively designed their environment to adhere to best practices and standards established by AWS and has created a robust security foundation. Additionally, the value of Sophos Cloud Optix allows Celayix to consequently monitor the environments and point out when exceptions or changes are being made, while having a tool which learns behavior – an area which Celayix appreciates. "For us, Cloud Optix identifies

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unusual changes, but without telling us the same things. It tunes itself," articulates Adithan. "Sophos helps by verifying that we are following a proper security checklist to address specific areas. As a result, we can tackle low hanging fruit or obvious matters for quick wins."

The Importance of Threat Updates

Overall, Celayix required the best protection and monitoring, but not to the detriment of their systems. Allowing employees and customers to do their jobs and do them well, was and remains critical. Celayix evaluated several industry leaders and, after thorough research and in-depth discussions, believed Sophos to

be the right fit. From a customer perspective, Sophos is distinguished by keeping current on all threats, eliminating any possible disruptions for continuous operations, and streamlining company resources. "Sophos continually monitors security for our numerous customers, and they pass that intelligence on to me. I can rest assured that our operations are uninterrupted through the consistent deployment updates on signatures, but never at the cost of slowing systems down," asserts Adithan.

The Vital Role of Managed Services

With Celayix IT focused on release of new features to customers, it's not realistic to keep a team monitoring security around the clock. "In terms of career development, I believe that our team should be focused on software development and not solely monitoring security. We recognize that bad guys will work 24/7 and will attack at the most inconvenient times. To support us, Sophos is there 24/7 so my team doesn't need to be," declares Adithan.

This results in the team taking proactive action and applying security updates as regularly as possible. Sophos Managed Threat Response (MTR) and its team of experts pre-emptively reach out and advise Celayix on recommended next steps, ensuring the

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team never has to avoid patching to compensate for uptime. "We are big believers in automating tasks and working smarter. It's reassuring when Sophos MTR signals unusual activity when we are applying scripts or changing release processes. It's proof that the Sophos service is working as it should, while also enabling our team to go faster," assesses Adithan. Furthermore, the Sophos MTR service has provided him the exact visibility he needs. Adithan actively sees escalations where a human investigates a threat. "It's great to see Sophos experts being actively present and investigating. The degree of invisibility is a measurement of success, as I know investigations are happening automatically without me ever having to remind Sophos," articulates Adithan.

The Value of AWS and Sophos Working Together for Celayix

Adithan and his team are focused on proactiveness, efficiency, and visibility. The Celayix environment is a mix of cloud server instances and Windows workstations, eight different AWS accounts which includes development, staging, and production environments, Amazon Simple Cloud Storage (Amazon S3), and multiple Amazon EC2 instances. The addition of multiple next-generation security solutions such as Sophos Intercept X Advanced with EDR and Sophos MTR for endpoints and

cloud servers, along with Sophos Cloud Optix for posture management and compliance, has made it straightforward for Adithan to keep data secure while simultaneously blocking advanced threats. This is particularly helpful to Celayix when it comes to meeting GDPR requirements and the protection of PII.

Taking into consideration the Celayix environment and the number of teams with access to their AWS accounts, Cloud Optix provides Adithan comprehensive visibility into what resources are being added, updated, or removed. "What I appreciate about Cloud Optix is that it allows us to be compliant while being still being flexible to work well within our environment," discloses Adithan.

Furthermore, with the Sophos MTR service in place, Adithan is able to stay current on security events – proactively managing detection, further investigation, and remediation. "Sophos' superpower is invisibility. The MTR service is seamless. I know it's there monitoring our endpoints and servers, doing the essential work and making my approach to cybersecurity even easier," concludes Adithan.

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