



# Softcat chooses Sophos to keep systems secure and recommends Sophos to customers

Softcat PLC is an IT solutions and services provider with an extensive partnership network of over 200 vendors across the globe. Softcat provides advice, procurement and services to its customers across four key areas – hybrid infrastructure, digital workspace, cyber security and IT intelligence. Softcat's headquarters are in Marlow, Buckinghamshire. It employs over 2,000 people, and has offices around the UK and in Dublin. Softcat is both a customer and a partner of Sophos.

## CUSTOMER-AT-A-GLANCE



**Industry**

IT solutions and services

**Number of Users**

300

**Sophos customer**

15 years+

**Sophos Solutions**

Sophos Central  
Intercept X Endpoint Protection

*'Sophos can provide all the endpoint protection you need so you don't have to go looking for other vendors, it's all in the Sophos product.'*

Mark Overton, Head of Information Security, Softcat



Softcat, a Sophos Partner and customer, formed a new Internal Security team in 2016. As part of this process, it undertook a review and evaluation of its security solutions, which included Sophos. Here we find out why Softcat decided that Sophos was still the best option for them and why the company upgraded its level of protection from Sophos. This move has further strengthened the relationship between the two companies, and is testament to Softcat's unwavering belief and trust in the Sophos products it uses and continues to recommend to its customers.

## Business challenges

Softcat is a longstanding Sophos Partner and customer, and has been using and recommending Sophos technologies for over 15 years. Over time, Softcat has grown and in 2016 it became a PLC. As it did so, the company began a review process of all its internal systems and an Internal Security team was formed, separate from the IT team.

The new Internal Security team reviewed the security solutions they had in place and researched ways for the business to stay secure for many years to come. They needed a straightforward solution for endpoint and server protection that would have a minimal footprint on the technologies and team.

After evaluating the many options available at the time and based on their experience with Sophos products as a Sophos Partner, they decided to continue using Sophos for their own in-house requirements.

## The technical solution

Softcat implemented Sophos Central and Intercept X for Server. With a server population of 250 across eight offices, they needed a single technical solution that would provide reliable protection across the entire estate of servers and endpoints. According to Mark Overton, Head of Information Security at Softcat: "We need a product that protects against all threats and we didn't want to rely on multiple vendors to achieve that protection. Sophos was therefore the ideal solution."



*'The Sophos product was easy to integrate into our security intelligence and Security Information and Event Management (SIEM) platform. The team find it very straightforward to get the information they need to triage alerts from there.'*

**Mark Overton, Head of Information Security, Softcat**

Installing the product was very straightforward. "We found it really easy to migrate the product that was managed on-premise over to Sophos Central," says Mark. "We deployed the product via our Active Directory and it immediately started talking back to the cloud management console, so there was very little configuration to do. The product also has the ability to automatically detect and understand the workload running on the servers. It configures itself to have the appropriate allow lists in place and doesn't interfere with the applications we're running."

Mark's team needed no training to get to grips with the new Sophos products. They were easily able to transfer their skills to use the new products by using the online Knowledgebase and by speaking to Sophos when they needed to. "That's where Sophos is really good," says Mark.

"They engage with the customer and also make resources available online. We always know that we (and our customers) will get a great level of support from them."

## **Business benefits**

In addition to the requirement for a single vendor solution for Softcat, a top priority for Mark was limiting the impact on resource within his team, and he believes Sophos achieves this. With 20 different controls and 20 different technologies to manage, Mark added: "a big thing for me was having a trusted product that the team could use easily and optimise, without needing a team of specialists dedicated to that product."

A further benefit Mark noted was that Sophos is efficient with the alerts it sends. "It doesn't flood the team with alerts so we have a lot of trust in those it does raise," he says.

Sophos also feeds information into Softcat's Security Information and Event Management (SIEM) system, such as regular security logs, analytics and patterns, and shares key information to keep the system secure. It also supports ISO 27001 and addresses GDPR requirements.

When asked about the future, Mark acknowledges that like many companies, Softcat is increasingly looking to move resources into AWS and Azure. Mark knows that Sophos is a vendor that will be capable of supporting that migration and Softcat's digital transformation goals.

CUSTOMER CASE STUDY **SOFTCAT PLC**

Softcat is also a longstanding Sophos Partner and according to Mark: "The UK-based team we work with has always been excellent and we are keen to ensure our partnership continues to be strong for us and to benefit our customers."

With Softcat being a Sophos Partner and customer, the relationship between the two companies is going from strength to strength, according to Mark. "We continue to experience really strong support from Sophos for its partners and solutions and we are keen that this partnership continues for many years."

*'One of the things that has always been attractive about Sophos is that it's a complete solution. There's a lot of functionality within the product that we don't currently use, but I know that when the time comes to switch that on, with Sophos, it's possible.'*

Mark Overton, Head of Information Security, Softcat

To find out more about Sophos solutions, call [0]8447 671131 or email [sales@sophos.com](mailto:sales@sophos.com)