

CASE STUDY

IT PRODUCTS DISTRIBUTOR

UNITED KINGDOM

CYREN WEB & EMAIL SECURITY

CYREN

Security Solved for IT Products Distributor

Mayflex is a leading distributor of Converged IP Solutions for infrastructure, networking and electronic security, working closely with a network of value-added resellers, installers, integrators and specifiers. Mayflex prides itself on the speed and agility of its supply chain operations, at the heart of which is a state-of-the-art distribution centre in Birmingham with over 9,500 product lines. The company also operates separate floor and wall rack assembly and warehousing facilities.

Mayflex has 285 employees in the UK, which its IT department supports with its own small in-house data centre and WAN. Mayflex has a direct fibre connection to its Birmingham headquarters and Cambridge locations with BOVPN connections to London and an international office. Mayflex also utilises an air fibre connection to a remote building to enable back-ups between sites.

MYRIAD PROBLEMS AND OUTAGES

The incumbent web and email security solutions were appliance-based and running in Mayflex's data centre. The Mayflex IT team was facing security challenges on several fronts, including occasional security appliance outages which disrupted Internet access; employees bringing infected laptops onto the network, due to web browsing while disconnected from the VPN; a concern that its incumbent web security solution was failing to keep pace with the evolving threat landscape; and excessive IT staff time spent administering the incumbent solution.

In 2016, the network support team conducted tests that confirmed that the company's existing web security appliance's policy enforcement was frequently inaccurate, allowing access to allegedly blocked categories of web sites, such as social networks and adult content. Incorrect categorisation of the appliance was also resulting in the frequent blocking of site access when access should have been allowed.

The incumbent solution was understandably also proving to be extremely inefficient and burdensome to IT staff time. According to Mayflex IT personnel, the old system required almost constant administration and changes to its configuration. The Mayflex IT team found itself spending a fair amount of time adjusting policy configurations to unblock sites that were categorised incorrectly by the appliance. As policy configuration rules accumulated, policy management was becoming more and more complex over time.

The support team found itself under pressure to keep the configuration up-to-date, an unnecessary distraction from the many other important tasks at hand.

The Mayflex logo consists of the word "MAYFLEX" in a bold, blue, sans-serif font, followed by a stylized blue wave or 'X' symbol.

“ Without a doubt we feel more secure with Cyren in place... It's everything we wanted. It delivers. ”

Martyn Bassett, Network Support Analyst, Mayflex



Employees were also frequently accessing the web without logging in to the corporate network via VPN, risking bringing infections on to the network and placing demands on IT support time to remediate infected machines.

IMPLEMENTING CLOUD SECURITY

After assessing a number of products, Mayflex opted to implement both Cyren's Web Security and Email Security software-as-a-service (SaaS) solutions. Since Cyren's security is 100% cloud-based, the company is able to protect employees from web threats wherever they are, when connected to any network. This is a step-change from remote users needing to have their VPN turned on before protection kicks in.

Cyren is also helping to keep the Mayflex network free from infection and running without interruption. Martyn Bassett, Network Support Analyst at Mayflex explains, "When employees turn to us with technical issues, they usually derive from an infection picked up from a web site they've been browsing outside the VPN."

NO BUSINESS INTERRUPTION

Mayflex IT staff now reports that the number of infected machines being reported has recently dropped to zero, indicating a significantly reduced risk of employees bringing infections into the network, as well as practically eliminating IT staff time spent responding to staff complaints of PC infections.

Application administration time has also been significantly reduced. In fact, the Mayflex team estimates it is saving approximately two hours per week previously spent making policy configuration changes to its former security applications and managing the host machines.

The network support team reports that managing site access is much easier with the Cyren solution in place, and that it is now free to focus on more business critical tasks.

Bassett concludes, "With no reboots required and no service outages any more, there are fewer interruptions to the business day. So, user experiences are much improved, too."

THE CHALLENGE

- Incumbent solution not keeping pace with evolving threat landscape
- Employees surfing while disconnected from VPN and bringing infected laptops onto network
- Testing revealed blacklisted categories of sites being accessed
- Service outages
- Constant administration and configuration changes

THE SOLUTION

- Cyren Web Security
- Cyren Email Security

THE CYREN DIFFERENCE

- Saving two hours per week on security policy administration
- All employees protected wherever they are, even without connecting via VPN to the corporate network
- Risk of infected laptops entering the network greatly reduced
- Demands on IT staff time for remediation of infected PC's practically eliminated
- No service interruptions to end users

ABOUT CYREN

Cyren protects more than 600 million users against cyber attacks and data breaches through its cloud-based web security, email security, DNS security and cloud sandboxing solutions. Relied upon by many of the world's largest Internet services and security companies, such as Google, Microsoft, McAfee and Check Point, Cyren offers enterprise security-as-a-service solutions as well as embedded detection and threat intelligence solutions. Learn more at www.cyren.com.