



HORNETSECURITY



365 TOTAL PROTECTION ENTERPRISE PROVES INSTRUMENTAL TO NORTHERN IRELAND MSP'S BUSINESS



 **INDUSTRY** Managed Services

 **COMPANY SIZE** 70 employees

 **WEBSITE** www.osgroup.co.uk

 **INTERVIEWEE** Lisa Comerton

When an email security solution becomes so instrumental to a business that its managed services customers are required to use it, and new customers are recommended to do so, there must be something special about it.

For Outsource Group, a managed service provider (MSP) in Northern Ireland, Hornetsecurity's comprehensive email security solution, 365 Total Protection Enterprise, ticked all the boxes in terms of technical features and helped them to better manage their customers and their needs.

"Our objective is to improve the security, performance and productivity of every company we work with; if our customers are happy, we are happy," Lisa Comerton, Head of Marketing said. "In essence we have found the Hornetsecurity function so instrumental in our business that we recommend and mandate all new customers use it too."

Established in 2000 in Belfast, Outsource Group is an award-winning, locally owned Cyber Security and IT Managed Services group working with a range of SME/Enterprise customers across the UK, Ireland and internationally.

Hornetsecurity's business model 'is better'

"365 Total Protection Enterprise has helped the group in three ways. First, we are using a solution that is powerful and addressed issues we experienced with other solutions in the past. Second, we are able to provide comprehensive email security and excellent customer management. Third, the business model is better," she explained.

What led to the switch to Hornetsecurity?

"In the past we made use of several solutions. From GFI Mail Max to TopSec, from EveryCloud to Email Laundry. We felt that these solutions did not give us what we needed to meet our objectives for our customers.

They lacked a robust management portal, did not always support multi tenancy well, non-compatibility with different platforms and overall, limited functionality. As a Group we needed a solution that could scale and evolve with an ever-changing cyber and email security landscape."



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User-friendly portal for onboarding

Enter Hornetsecurity's 365 Total Protection Enterprise. Lisa said Hornetsecurity's solution has a far more user-friendly portal for onboarding and comes with multi tenancy options.

"These were key factors but equally important were protection against Advanced Persistent Threats (APT) and ease of management for customer tenants. Hornetsecurity has made life easier for us and for our customers."

"I would also add the solution's robust detection engine, better handling of spam and detection of potentially malicious emails, CEO fraud filter, Targeted Fraud Forensics Filter and Partner Engagement were all key elements in the decision-making process. Furthermore, being able to note the DNS status and the ability to track the configuration of SPF, SPF, DKIM, DMARC are also important. I can add the ease to activate ATP, integrated checks, URL rewriting and real-time alerts – the list is long."



Lisa Comerton

Head of Marketing - Outsource Group

Positive impact on daily operations

While ensuring a higher level of email security for the Group and its customers, did Hornetsecurity's 365 Total Protection Enterprise impact the day-to-day operations for them and their clients?

"Absolutely. Win #1. We immediately noticed a reduction in the volume of spam and the number of malicious emails delivered to customers' inboxes. Win #2. From a team perspective, the number of queries from end users also went down. Win #3. 365 Total Protection Enterprise facilitated the co-management of our customers' email infrastructure, particularly those with in-house IT."

Comprehensive solutions like 365 Total Protection Enterprise require solid support throughout the onboarding process.

"The onboarding was challenging at times but overall, we were supported every step of the way by the team at Hornetsecurity," she added.

On a final note, Lisa said that feedback from customers was positive with the 'preview option' in the product cited as one of the features customers like the most.