

# Customer Testimonial

## Midwinter Solutions



Cloud Central



## Midwinter Solutions

**Established in 2013 by Mark Waters and Ben Everington, Midwinter Solutions is a specialist business, sourcing the drugs required for clinical trials.**

**They work with manufacturers to ensure that the right drugs arrive on time and safely, wherever in the world the trials are taking place.**

**Midwinter has a clear focus, offering unrivalled experience in every aspect of clinical trials, serving a broad spectrum of global partners. Their business comprises three components, Clinical Trial Supply, Reference Drug Supply and Portfolio Management.**

Midwinter's sales rocketed to £61.8m in the year to February 2018. The company sold more than 250,000 packs of medicine that year and now ships over 5m vials, syringes and tablets annually. They have invested in their head office in Burton on Trent and established a satellite office in Wales last year.

Their success has led to them winning, the coveted 1st place in the highly respected The Sunday Times Virgin Atlantic Fast Track 100 2018, which recognises the fastest growing private companies in the UK.

### Business Needs

Midwinter needed a scalable, flexible communications and IT service that could be accessed from any worldwide location. The nature of their business meant that they needed to focus on enhanced cyber security and disaster recovery to deliver seamless, secure mission-critical communications and operations for their people and customers.

### Solution

Cloud Central has been working with Midwinter since 2013 and during that time they have been responsible for the delivery of a fully managed IT support for four locations in three countries, along with desktop support, monitoring and alerting, disaster recovery planning & reporting and cyber security.

A major part of their solution is:

## Office 365 with enhanced security

Microsoft Office 365 is a cloud-based service that is designed to help meet an organisation's needs for robust security, reliability, and user productivity. It makes it easier to manage files, simplify communications and collaboration amongst employees and manage meetings on the move.

Microsoft Office 365 Advanced Threat Protection (ATP) is a cloud-based email filtering service that helps protect organisations against unknown malware and viruses by providing robust zero-day protection. It includes features to safeguard your business from harmful links in real time. ATP has rich reporting and URL trace capabilities that give administrators insight into the kind of attacks happening in the organisation.

## Desktop Support & 24/7 Monitoring

Cloud Central provides Midwinter with an outsourced IT department that provides support remotely as well as on-site when needed. Cloud Central's 24/7 monitoring makes sure that we proactively find and repair issues that could hamper Midwinter's day-to-day business operations.

We have found that the fastest and most cost-efficient way to address common problems is to fix them remotely. We use advanced software that allows one of our technicians to remotely access Midwinter's infrastructure, fixing around 98% of issues this way.

## Cyber Security

It can take a cybercriminal a matter of minutes or even seconds to attack an organisation's systems and extract their business data. In some cases they have as much time as they need as it can take a company weeks or even months to uncover a security breach.

Cloud Central's Cyber Security solutions have been designed to safeguard Midwinter from IT disasters, human error, and malicious activity. Our Cyber Security solutions guarantee business continuity delivering uninterrupted access to data on-site, in transit, and in the cloud.

Cloud Central's successful cyber security approach has multiple layers of protection spread across Midwinter's business computers, networks, programs and data. Their people, processes and technology complement each other to ensure an adequate and effective defence against cybercriminals.

## Cybersecurity threats

**Ransomware** – malicious software designed to extort money by blocking access to files or systems until a ransom is paid.

**Malware** – a type of software designed to gain access to or cause damage to a computer

**Phishing** – the practice of sending fraudulent emails that appear to come from reputable sources. They aim to steal sensitive data and is the most common type of cyber-attack.

**Social Engineering** – this is a tactic that is used to trick you into revealing sensitive information and can be combined with any of the threats above.

Working closely with partners such as Microsoft, ESET, Symantec and Datto, Cloud Central's wide-ranging Cyber Security solutions designed to protect your businesses include endpoint protection, IT security, mail filtering, malware protection, ransomware protection and security audits, reviewed regularly.

## Disaster recovery planning and reporting

Every business, no matter what its size, should have a Disaster Plan in place. The plan should encompass all types of disaster from fires and floods, to fraud, ransomware, cyber-attacks, IT or power failures, acts of terror or human error.

Working with Cloud Central, Midwinter has developed a holistic, integrated disaster recovery plan that is reliable, simple, quick and most importantly, proven. This ensures their entire business infrastructure can be recovered within seconds.

Our Disaster Recovery solution offers a disaster recovery plan that is visible, scalable, and affordable. Business-critical data, systems, desktops, servers, and the entire infrastructure are protected and recoverable. With our secure local virtualisation solutions, if disaster strikes, Midwinter's entire infrastructure (physical or virtual) is instantly virtualised, allowing them to continue business operations without losing any data, incurring any damage, or experiencing any real downtime.

## Data Back Up

Having a data backup and recovery plan is essential to the overall success of Midwinter's business, without data and mission-critical business applications such as account information it would be almost impossible for their people to do their work.

Cloud Central's highly secured data centre and a team of dedicated IT professionals have developed a solution for Midwinter to store, backup, and protect their data.

Cloud Central has delivered a Datto solution to keep Midwinter's data secure and ensure that they have full, proven back up – all the time.

This fully featured platform for backup, recovery, and business continuity for local, virtual, and Cloud environments allows Midwinter to:

- **Backup and Restore - easily automated and quickly delivered**
- **Recover from users losing files by deleting or overwriting them**
- **Protect against hardware failure**
- **Schedule an appropriate, regular backup customised for each different type of data**
- **Use Hybrid Virtualisation**
- **If a business experiences a server failure, the protected systems can be virtualised instantly on the Datto device or in the secure Datto Cloud.**
- **Datto uses image-based backups to capture a complete picture of a protected workstation or server.**

## In conclusion

Midwinter has experienced fantastic growth, winning first place in The Sunday Times Fast Track 100 2018. Cloud Central is proud to be supporting them through the delivery of an innovative, scalable solution that is flexible, secure and allows them to communicate and access mission-critical data, no matter where they are across the globe.

### Mark Waters, Chairman at Midwinter Solutions commented:

“ The number of clinical trials undertaken worldwide to test new drugs surpassed the 250,000 mark for the first time last year and Midwinter Solutions is playing a high profile role within this growing area of medical research. Our team works with manufacturers to ensure the right drugs arrive on time and safely, wherever in the world the trials are taking place. It is imperative therefore that we have a Managed

Service partner who can provide scalable, flexible communications and IT services that can be accessed from any of our locations across the globe. Cloud Central has been working with Midwinter Solutions since our formation in 2013 and have delivered seamless and secure mission-critical communications to our people and our customers no matter where they are located. The nature of our business means that we have to focus on enhanced cybersecurity and disaster recovery to ensure that we meet the demands of our customers now and in the future and with Cloud Central on our side we are confident that we can continue building on our success. ”

**THE SUNDAY TIMES**  
**FAST TRACK**  
**100**  
**2018**  
virgin atlantic  
#FastTrack100

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achieved the ranking of

**1**

**Cloud Central is the partner of choice for organisations who are looking for total data protection, endpoint and server security, disaster recovery, data back up and managed services. Our highly skilled team of IT and communications specialists dedicate themselves to the security, service, and support of business across the UK.**

Working in partnership with other leading organisations such as Datto, ESET, Microsoft and Symantec, we can design and deliver the most innovative technology and applications to keep your infrastructure and desktop environment secure and instantly restorable allowing you to remain competitive, productive and flexible.

Our solutions safeguard businesses from IT disasters, human error, and malicious activity. With Cloud Central defending your business, you are guaranteed business continuity with uninterrupted access to data on-site, in transit, and in the cloud.

Get in touch today with one of our team and find out how we can help support your business now and in the future.

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