

CASE STUDY

CUSTOMER: DERBY CITY COUNCIL

Through valuable partner relations, Factory Internet support Derby City Council with Managed services and Managed End point security for Linux

BUSINESS REQUIREMENT:

Factory Internet alongside valuable partnerships were able to fulfil two key business requirements for DCC;

1. Managed services for Linux – proactively monitored systems management, support and patch management.
2. Implementation and management of End point security for Red Hat Linux



SUPPORT FOR LINUX

ProDbA, having been successful in the DCC tender bid for Database support, approached long standing partner Factory Internet to fulfil an equally business-critical requirement of proactive systems monitoring, support and patch management for the Red Hat OS. Regular patch management is imperative for DCC to remain compliant.

Derby City Council hosts three business critical RHEL servers running on a Nutanix HyperV platform, these systems run the Capita software services, revenue and benefits application.

Being a Government authority, the Derby City Council IT team are very much ITIL process led.

END POINT SECURITY

Having been satisfied by the Red Hat support and with confidence the team at Factory knew their stuff with Linux, Derby City Council approached Factory Internet direct for recommendations for End-point security for Linux.

WHAT DID WE DELIVER?

Managed service for Linux, ensuring availability and compliance

Subsequent to initial service calls between all 3 parties of process discussion, access, system information and criticality, systems access was provided.

To requirement of DCC, Implementation then began of Factory's bespoke proactive systems monitoring and alerting. Monitoring then commenced of all key areas of the Red Hat OS circumventing potential incidents and ensuring maximum availability.

Patching procedure

As part of the Managed service we ensured we were all set process and contacts wise to follow and work with the DCC team to implement necessary patches within the recommended quarterly schedule.

Tickets were raised in advance within Factory's service portal for set dates quarterly.

A stringent patching process was followed, patching was to be applied initially on test servers and change windows requested and set outside of standard business hours to apply on LIVE, this of course is followed up with testing to ensure all services come back as they should.

Factory Internet and ProDBa have many years' experience working with local authorities and as such are very well versed in ITIL processes. This meant both were able to follow the necessary work methods to fulfil DCC's service requirements.

MANAGED END POINT SECURITY

Managed Protection powered by SentinelOne and managed by Factory Internet

Following the provision of a POC (Proof of concept), DCC were impressed with the features and benefits of SentinelOne to ensure End point protection and security on the RHEL systems.

FEATURES AND BENEFITS

SentinelOne is a unified endpoint offering with multiple protection capabilities. With a next-generation malware protection engine, SentinelOne applies advanced threat protection techniques, such as machine learning and system rollback.

- Independent cloud-based management
- Security policy enforcement
- TLS traffic visibility
- Continuous behavioural monitoring
- Highly accurate determinations achieved through machine learning
- Multiple layered heuristic-based techniques

What were the benefits?

Derby City Council have peace of mind that all aspects of their systems were supported by experts in Database, Red Hat Linux and security, ensuring maximum availability of a highly important business application.

- Proactive monitoring and reporting during business hours.
- Meeting compliance obligations with scheduled patching procedures.
- Database and operating system support.

VALUABLE PARTNERSHIPS

The value of long-standing partnerships has been key in the delivery and fulfilment of Derby's business requirements.

Factory Internet & ProDbA

The long-standing business partnership between Factory Internet and ProDbA meant all necessary processes required to triage and delegate tickets accordingly were easily put in place, differentiating requests and alerts to the necessary Database or OS channels.

Factory Internet & SentinelOne

End point security, powered by SentinelOne and managed by Factory Internet offers great features and benefits and with the ever-growing threat of ransomware and other malicious malware-based attacks, it was imperative that Factory had partners within the security space to ensure customer systems protection.

Traditional antivirus technology uses a long embattled signature-based approach, which has failed to match the pace of emerging malware and evasion techniques. Those demand a different approach to client protection. Furthermore, with the proliferation of telecommuting, mobility and BYOD, there is a dire need to deliver consistent protection for endpoints anywhere.

“Factory Internet Ltd have demonstrated that they are an expert team who both understand our requirements and are able to deliver the service.

Following a smooth onboarding process - establishing secure connectivity and deploying the monitoring agent - Factory Internet Ltd conducted an initial health check in order to provide an audit report and recommendations that would allow DCC to optimise performance, security and resilience. DCC now benefits from continuous and proactive monitoring, automated alerts, end point protection and a regular patching cycle carried out in line with our change control procedures, ensuring the high compliance levels we need.

We've found the people at Factory Internet Ltd easy to work with, knowledgeable and reliable.

We value working with a team that do what they say they'll do when they say they're going to do it - and Factory Internet Ltd have! ”

Derby CC

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Derby City Council



Factory Internet

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