



**Sweethaven**  
MANAGED IT SERVICES



## OUR CLIENT

Nutraceuticals Group Europe are experts in the field of sourcing, supplying, and developing ingredients that are used across all industries and for all markets. They offer a range of existing and new raw materials through a combination of their global network of manufacturers and inexhaustible in-house product knowledge. Their business has grown successfully since 2013 with 50+ employees based in warehouses and offices across Europe, in addition to a number of sales representatives based remotely.

## OUR CLIENTS CHALLENGE/PROJECT/REQUIREMENT

Nutraceuticals' success in the ingredients market has led to significant growth, their team is continuing to expand with a new production site recently opening in Salfords, Surrey. As the team expands and the profile of the business grows, Simon Williams, Technical Director, has become more aware of the need for increased cyber security solutions and measures, and the need to enhance the company's overall cyber resilience.

Nutraceuticals demands diligence when it comes to cyber security and has previously implemented a range of measures to protect employees, and the business from the evolving threat posed by cyber criminals. This has included installing software on all company devices to protect against threats such as viruses, ransomware and other malicious content, and operating an internal alert system to alert employees should suspicious email activity be identified, such as Phishing attempts.

Nutraceuticals is dedicated to ensuring greater protection against cyber-crime, and already had a strong foundation level of cyber security protection in place. They'd also been receptive to implement cyber security recommendations previously suggested by Sweethaven.

The company however, were very aware that there were still many more possible threat vectors that they needed to be wary of, and prepared for.



**Nutra**ceuticals  
Group

“ We were so delighted we bought the entire Sweethaven team 42 million Cadbury mini eggs and 4 lottery tickets!

Fantastic solution – thanks!

## OUR SOLUTION(S)

Nutraaceuticals on-boarded as a managed service customer with Sweethaven in January 2021, and as part of the client on-boarding process, one of the Sweethaven Cyber Essentials and IASME certified assessors, completed a comprehensive 360 Security Audit.

This 360 Security Audit provided a thorough assessment across all aspects of Nutraaceuticals' operation, of their cyber security provisions, solutions, potential weaknesses and threats. This assessment was conducted in line with the standards expected from IASME, GDPR and Cyber Essentials, producing a full report with detailed recommendations, which was then presented to Simon and his team.

As a Google user one of the recommendations highlighted in the report was to upgrade Nutraaceuticals' Google Workspace licencing to enable a host of additional in-built Google security features. The Sweethaven team worked closely with Nutraaceuticals to update, develop and implement a range of policies focused around IT and information security, including the recommendation of an additional solution to further enhance security across Nutraaceuticals' email estate.

## OUR CLIENTS' RESULTS

By undertaking the process of Sweethaven's 360 Security Audit (Phase 1 of 3 distinct phases to Cyber Essentials and IASME certification), Nutraaceuticals strengthened their cyber security defences, and better educated their teams to the dangers of phishing and other forms of cyber-attack. They also demonstrated to clients and suppliers that they are dedicated to protecting their business from cyber criminals.

Following the 360 Security Audit, and the advice and measures subsequently recommended by Sweethaven's certified assessors, Nutraaceuticals implemented a framework for building their immediate and future cyber resilience. On this framework Nutraaceuticals continue to expand, safe in the knowledge that their systems are secure, and subject to continuous review and monitoring from the Sweethaven Cyber Security experts.



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