

WHO

Stephens & George Ltd is the market leading sheet fed printing company in the UK, producing high quality Magazines and Brochures for over 1500 businesses. Such as programmes for UK sporting clubs, the London Olympics, West End shows and even a Royal Wedding or two. Mike Donovan, Technical Manager shares his experience working with RS22

WHAT

- Cluster of Check Point Firewalls
- Management Console
- +100 Endpoint Solutions
- Full Firewall Managed Service

WHY

In 2017 S&G realised that they needed to continue to improve security and connectivity and sought a partner to help retool their IT security infrastructure.

After a thorough search for the right business partner, RS22 was chosen. In part because of positive relationships going back many years on other projects.

HOW

The RS22 process centres on understanding what you need and delivering that as effectively as possible.

During the scoping calls both parties agreed that **RS22's Firewall Managed Services** would provide the best overall success.

S&G's choice of Managed Service package allowed us to share our expertise where and when it was most needed, whilst also providing Mike and his team with the tools to upskill and develop their own abilities.

On each account, a specific number of technical staff are assigned, operating as an **extension of the customer's IT team**. Meaning that people on both ends can get to know one another and continue building **trusting** and **efficient** relationships.

MIKE SAYS...

*“Having a **Managed Service** is useful when trying to understand what the firewall is doing and when it needs changes. Through working with RS22 we have gained a good understanding of the product and are able to make simple changes ourselves. When the process becomes more complex, we have the ability to call on their technical resource at RS22.”*

“Since we have had the service, we have reviewed the setup of the products to ensure all the setup is still relevant and the risk that is always there when you have an internet connection is reduced to an acceptable level.”

*“The level of **support is excellent**. It doesn’t feel like I’m dealing with a big organisation. I’m not forced into creating tickets and filling in lots of forms. I just send an email, with an outline of my needs and I usually get a phone call back pretty quickly. I get the same handful of people, who **know my setup really well** and the support is always given with the intention of getting me to understand the solution, so I develop my knowledge to become more aware and self-sufficient”.*

*“With the knowledge I’ve gained from the RS22 team, I feel our business is in a **far more secure** place than it was back in 2017. I can sleep at night knowing that I’m doing as much as I can to reduce the risk, which is about the best litmus you can get.”*