SOPHOS

CASE STUDY

A Sophos Platinum Partner, Data Integrity Services has developed a solid business providing managed IT services to businesses and organizations of all sizes — including a rapidly growing niche of Catholic dioceses such as the Diocese of Sioux Falls. Data Integrity Services has standardized its security offering on Sophos and is rapidly expanding its base of Sophos Cloud deployments.

Partner-at-a-Glance
Data Integrity Services Inc.

Catholic Diocese of Sioux Falls

Customer-at-a-Glance
Catholic Diocese of Sioux Falls, South Dakota

Sophos Solutions
Sophos Cloud
Sophos UTM

For more than 17 years, Data Integrity Services (DIS) has been supporting businesses of all types and sizes with a complete range of cost-effective technical support and managed IT services. A Sophos Platinum Partner with eight certified engineers on staff, Data Integrity Services has standardized on Sophos solutions to meet all of its clients' endpoint and network security requirements.

"We understand the difficulties companies face as they attempt to afford, monitor, and maintain their IT infrastructures," states Sam Heard, president of Data Integrity Services. "Our services are geared towards helping our clients save time, increase staff productivity, and – most importantly – safeguard and manage data and networks more effectively. That's where Sophos comes in."

"I am a huge proponent of the cloud, and I feel comfortable entrusting our endpoint security to Sophos Cloud."

DAWN WOLF
Director of Information Systems
Diocese of Sioux Falls

Business Challenge

With cyber security a huge and growing priority for its clients, Data Integrity Services has been searching to build a solid partnership with a trustworthy and technologically advanced security vendor. "Initially, we worked with Check Point – but we found that the solutions were not very scalable, and were quite complicated and difficult to price. Additionally, we did not feel that the Check Point channel was very mature in terms of its ability to work with resellers and to help them develop their business," Heard remarks. Data Integrity Services' search for a viable security solution resulted in a partnership with Sophos in 2004.

Technology Solutions

"Sophos offers everything we need in a security partner. Sophos solutions are not only scalable and cost-effective but they're based on cutting-edge technology," Heard notes. "With Sophos UTM, I can deploy a firewall in a small Catholic parish or a medical office with no more than 20 users, and the very next day I can deploy the same system to support one of the largest Catholic dioceses in the U.S., with over 10,000 users."

In recent months, DIS has been demonstrating Sophos Cloud to its clients. Data Integrity Services appreciates the solution's scalability and ease of use. Above all, DIS also sees the potential for tremendous IT savings by transforming a client's CAPEX into OPEX. "We had been holding off on recommending cloud solutions until the technology became more mature, but we have absolutely no reservations with Sophos Cloud," Heard asserts. "It's an extremely stable service and offers all of the powerful cost efficiencies and other benefits of the cloud. For instance, we are able to offer a per-user license that covers all users, including the multiple devices they might be using to access the network."

A Client Success:
Catholic Diocese of Sioux Falls, South Dakota

Dawn Wolf, director of information systems for the Catholic Diocese of Sioux Falls, first encountered Data Integrity Services and Sophos at a Diocesan Information Systems Conference (DISC) in 2008. Keen on finding the latest, front-line technology, Wolf and her team of two other IT managers are responsible for all technology systems in the main Sioux Falls chancery. This includes 75 users in the bishop's office and other ministries, 100 priests, as well as 125 parish offices located throughout the eastern half of South Dakota.

Previously, the diocese relied on a Symantec gateway appliance. "When Symantec got out of the hardware business, I was left high and dry without a gateway security solution," Wolf explains. "At DISC, I learned about the impressive work Data Integrity Services had done for a very large diocese to strengthen their disaster recovery strategy immediately after Hurricane Katrina. Since I was in the market for a new gateway appliance, I purchased, from Data Integrity Services, a Sophos UTM, after much research."

For antivirus, the diocese had previously used Symantec but had found that distributing virus updates was complex and time-consuming. Next came Trend Micro, which provided reasonable protection but a cumbersome support system that required talking to outsourced representatives. Now, with the expiration of the diocese's Trend Micro subscription looming, Wolf is upgrading the diocese's endpoint security to Sophos Cloud, with the help of DIS.

For Wolf and the Diocese of Sioux Falls, Sophos Cloud was the logical next step to streamline their endpoint security and to employ cutting-edge technology. Sophos Cloud was incredibly easy for the parishes to install and only took about an hour of deployment time. To enroll, each user simply clicked on the link within the enrollment email and the system automatically removed the previous solution and installed Sophos Cloud. "It's a significant improvement from the previous environment, in which our IT staff had to go to every single workstation to deploy the software," Wolf describes. "Also, I love the synchronization with Active Directory – no more having to type in every single user because Sophos sees the entire directory."

"I am a huge proponent of the cloud, and I feel comfortable entrusting our endpoint security to Sophos Cloud," Wolf affirms. "Industry experts are placing Sophos among the top providers for cloud-based security solutions. It lends a weighted measure of credibility and trust to the project as we begin rolling it out to the parishes we serve."

Because each parish and school in the diocese has autonomy in terms of its office and computer systems, the project requires open collaboration and teamwork on Wolf's part. "Many of our parishes have signed up for free cloud security services, but they've found out the hard way that those services don't really work unless they purchase add-on features," she points out. "With Sophos, we're showing them how much more powerful and cost-effective a cloud solution can be without the bait-and-switch. Also, the centralized control panel of Sophos Cloud gives me a tool for managing all of the activity in the diocese and reassures the parishes that we're keeping an eye on activity proactively and will notify them when there's a threat. Because of this, they call my staff their 'IT guardian angels'," Wolf adds.

Furthermore, Wolf gives kudos to Sophos Support. "The Sophos engineers and Support staff are absolutely stellar," she declares. "Because they invest the time to impart important information, I've received excellent advice and insightful information. I'm continually impressed with the open lines of communication and responsiveness – it's like nothing I've seen from other organizations."

"We have absolutely no reservations with Sophos Cloud. It's an extremely stable service and offers all of the powerful cost efficiencies and other benefits of the cloud."

SAM HEARD
President
Data Integrity Services

A Mutually Beneficial Partnership

With the Diocese of Sioux Falls representing a growing number of successful Sophos Cloud deployments, Data Integrity Services is promoting the solution to every client that is facing expiration of its current antivirus subscription – including one very large organization with more than 14,000 endpoints. "I'm certain our clients will believe in Sophos Cloud," adds Sam Heard. "We are happy to resell Sophos because of the full suite of security solutions available to us and our clients. I truly believe Sophos can compete with any enterprise-level vendor on endpoint or UTM features, or any other security capabilities for that matter."

Like Dawn Wolf at the diocese, Heard places a high premium on support from the vendors with whom he works. "Too many partners just sell the product and then walk away. But we emphasize building an ongoing relationship with our clients and we need vendors who share that objective," he articulates. "The Sophos Support team fosters an excellent relationship and is great to work with. We try to position ourselves as the first line of support for our clients. However, we know that if we need to escalate an issue, the Sophos team will be there without question."

"Sophos is a tremendous asset to our business because it provides us with the confidence we need and the confidence our clients expect. With Sophos, and especially with Sophos Cloud, we know we are providing the right type of security and the security our clients require," Heard concludes.

Start your free trial of Sophos Cloud today.

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