CYBER SECURITY FIRM DOUBLES BUSINESS GROWTH WHILE SAVING CUSTOMERS TIME AND MONEY

By deploying Microsoft Technology Solutions in partnership with Solidsoft Reply, Glasswall's innovative cyber security solution gives typical customers ROI within four months while growing its business by 250% in year 1. Solidsoft Reply's collaborative approach and expert Microsoft knowledge has saved time, money and resources while delivering a service that keeps enterprise organisations safer, every day.

SETTING THE STANDARD IN CYBER SECURITY

Information is an organisation's most valuable asset. So, it's vital to keep it safe. An information security breach can have dire consequences for data, revenue, stock price and reputation. As Warren Buffet puts it, "It takes 20 years to build a reputation and five minutes to ruin it." PwC's 2015 Information Security Breaches Survey revealed that the total average cost of dealing with a serious breach is as high as £3.14 million for large organisations.

Glasswall is turning cyber security on its head. As threats grow more advanced and targeted, traditional reactive solutions are no longer capable of protecting organisations. Rather than mitigating breaches as they happen, Glasswall proactively establishes what it calls the "known good" - and prevents anything dangerous entering in the first place.

By breaking down files into their component parts, it fixes any suspicious elements in real-time to create a new, safe, sanitised document that conforms to relevant best practice. Risks are caught at source, including zeroday attacks.

In late 2014, Glasswall decided to strategically augment the way it sold its enterprise email security software and associated licences. Rather than going to market through just technology partners alone, it wanted to sell directly to customers themselves. Its primary offering was to repurpose its core engine into a gateway solution which would comprehensively protect customers' email file attachments as part of an on premise, self-contained solution.

However, it had no immediate in-house capacity to manage this process, and no capability to build the email platform to provide the solution in this way.

Glasswall needed a partner to help them bring this new reality to life.

A SCALABLE, SEAMLESS SOLUTION

Following a considered search and review process, Glasswall appointed Solidsoft Reply. This decision was made for several reasons. Solidsoft Reply was an established Microsoft Gold Partner, and had glowing customer references with a strong track record in delivering high-quality solutions for Glasswall. And Glasswall itself wanted a collaborative relationship with a partner it could treat as an extension of its own team, rather than a distant third party.

Once chosen, Solidsoft Reply kicked off the transformation with an organised stakeholder session to capture key business requirements - what needed to happen, by whom, and by when. Once the solution and its specifics were agreed, Microsoft Azure was deployed to help build it.

The software created a small appliance, physically an email protection system which acts as an email gateway for enterprise organisations. It removes file attachments from incoming and outgoing documents, sanitises them for safety and then reattaches them for safe distribution.

During development, progress was reviewed every two weeks, with new targets put in place based on stakeholder feedback. The whole process was collective and flexible.

Microsoft Azure's capacity and scalability made it perfect for this project. Power and storage were always available, on-demand. 50 servers were used for testing and development, but only seven otherwise. There was no service disruption. By automating the build and deployment process, Visual Studio minimised physical man hours.

CUSTOMER ROI IN 4 MONTHS - WITH 250% BUSINESS GROWTH

Based on early customer metrics Glasswall's customers estimate that it pays for itself after just four months. The ability to sell directly to customers has helped Glasswall grow its business by two-and-a-half times in just one year. Using Solidsoft Reply and Microsoft Azure has saved the business significant time and money in both development and ongoing operations. Both it and its customers are more comfortable with Microsoft Technology Solutions than anything else, and have confidence that this growth will continue.

- On average, SME clients were previously destroying 10-12 machines per month as a result of malware infection and spending many person hours remediating the outbreak. As a result, the new solution typically **pays for itself after just four months**;
- Glasswall couldn't sell directly to customers, in reasonable timescales, without

Solidsoft Reply and Microsoft Azure;

- They have grown their business by 250% in Year 1;
- **Saved time and money in development** - recruiting an in-house team would have delayed things by 6-8 months;
- Solution flexibility gives the freedom **to scale on-demand, to optimise resources while delivering any customer need**;
- **See ROI quickly**, and can **work in extra features and functionality** to get even more from the platform;
- Ground breaking, innovative solution;
- Microsoft Technology more compatible than AWS
- Solidsoft Reply provides a broad set of skills, high calibre staff and support, deep Microsoft expertise, and excellent attention to detail.

THE CUSTOMER

Glasswall Solutions Limited is a UK-based company which develops innovative security technology. Its unique solutions protect enterprise organisations from advanced cyber threats.

Sam Hutton, CTO at Glasswall Solutions Ltd, said "Selling Glasswall direct to customers has transformed our business. From day one, Solidsoft Reply's team saved us time and money as a close partner, developing a solution that does the hard work for us."