



Customer-at-a-Glance

James Donaldson & Sons Ltd

Industry

Timber processors, manufacturers and distributors

Number of Staff

350 users

Sophos Solutions

Sophos Central
Sophos Endpoint Protection
Intercept X
Sophos Server Protection
Sophos Web Appliance
Sophos Sandstorm

Sophos Customer

Since March 2017

James Donaldson & Sons Ltd

is a highly successful family company that in the last 157 years has grown to become one of the UK's leading independent processors, manufacturers and distributors of timber and engineered timber products. From one small branch in Fife, Scotland, Donaldson's has become a nationwide group with 29 operating branches across the UK as well as its Head Office in Scotland.

'We needed next-generation capability, something that would protect us from zero-hour threats and ransomware attacks. We knew our existing solutions could not do this, yet Sophos picks them up and deals with them straight away.'

Ryan Nelson
IT Support Analyst



'Together, Softcat and Sophos answered every question we had, and were great when we needed an urgent response.'

Ryan Nelson

IT Support Analyst

With an IT team of just three people protecting 350 endpoints across 30 locations, James Donaldson & Sons realised it was time to step up their defences. Acutely aware that their existing IT security was ineffective and outdated, they were concerned that malware and ransomware could bring their systems to a halt at any time. Further to introducing a number of Sophos products in March 2017, the team now feel they have 'an extra person on board' keeping them safe at all times.

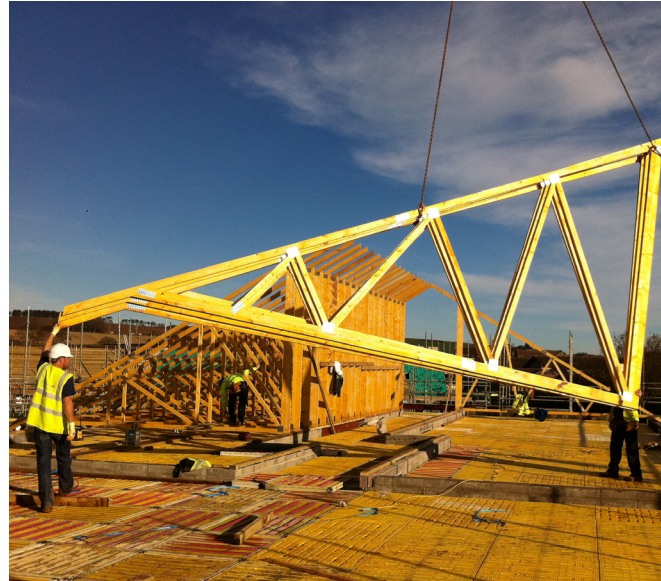
Business Challenge

With older web filtering and endpoint protection products due to expire, Ryan Nelson, IT Support Analyst at James Donaldson & Sons, decided to take action and update the business' security stack. He wanted to work with a different vendor to completely overhaul the existing security solutions due to reliability issues and prevalent high-profile ransomware attacks – such as WannaCry and Petya – which he knew the products he had in place would fail to prevent. Ryan was also looking for IT security that was simple to manage day to day, and easy to roll out across multiple locations.

Technology Solution

Ryan approached Sophos partner Softcat for advice and the team there drew up a shortlist of suitable IT security vendors. He also looked at independent industry reports such as Gartner that highly rated Sophos. Together, Ryan and Softcat approached a number of vendors, eliminating those whose products didn't offer the right functionality, as well as those who took a long time to respond. Following an Intercept X demo – where Ryan was able to see ransomware simulated live and the actions Intercept X took to back up and restore files – he decided to move forward with Sophos and began installing products onto computers within just one week. The products that the company has rolled out across their locations – from Kent to Inverness – include:

- › **Cloud-based Sophos Central**
A unified console for managing a range of Sophos products
- › **Sophos Endpoint Protection**
Blocks malware and infections by identifying and preventing the handful of techniques and behaviours used in almost every exploit
- › **Intercept X**
Signatureless anti-exploit, anti-ransomware, and root cause analysis that protects endpoints from advanced threats
- › **Sophos Server Protection**
Integrates anti-ransomware and application whitelisting, along with advanced anti-malware and a host-based intrusion prevention system (HIPS) providing easy, centralised management of server security
- › **Sophos Web Appliance**
Intelligent dashboards and alerts that oversee all web activity on a network
- › **Sophos Sandstorm**
Sandbox technology providing an extra layer of security against ransomware and targeted attacks



'We now know we have complete ransomware protection across all servers and computers.'

Ryan Nelson

IT Support Analyst



Business Results

Ryan is particularly pleased that Sophos products have been so easy to deploy and manage. "The rollout was a straightforward process due to cloud-based Sophos Central," he says. "When we think about how we have installed other vendors' products in the past, there is just no comparison." Further benefits include:

- Instant access to information and faster response times due to alerts
- The ability to log in and take action from anywhere
- Sophos Sandstorm that quickly and accurately detects, blocks and responds to evasive threats using cloud-based, next-generation sandbox technology
- UK-based support from both Softcat and Sophos
- An almost invisible footprint that makes no difference to system performance

"We needed to invest more in order to keep pace with the threats in the industry, yet we didn't want a cheaper product that we had no confidence in," concludes Ryan. "We can now act quickly if we are ever faced with a potential attack, and having Sophos in our product line-up just feels like we have an extra person in our team keeping an eye on everything."

'We were able to support and advise James Donaldson & Sons with their IT security upgrade, from shortlisting suitable vendors and identifying the right products through to product demos, decision making and installation. Our close partnership with Sophos has meant we were able to offer exactly the right mix of products to meet the company's needs and ensure total protection, even in the face of increasing malware and ransomware attacks.'

Jez Bahia

Account Director, Softcat

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