

# CASE STUDY

Company A



**Company Name:** Company A (Name removed for confidentiality)

**Channel:** Resellers

**Target Market:** Finance sector customer looking to protect corporate data and work towards Cyber Essentials Plus accreditation

**Services Used:** MTD

## THE CHALLENGE

The customer had a security problem. But the biggest risk wasn't the lack of security, it was users turning it off.

One of our reseller's customers wanted to strengthen the protection of its corporate data and work towards Cyber Essentials Plus accreditation.

They already had an EMM solution in place, but with relatively limited controls. There was a good reason for this: the business moved quickly, and its employees relied heavily on their mobile devices. They didn't want security policies getting in the way of how people worked.

They had previously tried deploying the same cybersecurity software used across their internal devices. On mobile, however it wasn't quite the same story.

The software slowed devices down, increased battery consumption and affected the way other applications performed.

And when security starts getting in the way of someone's job, people find ways around it.

Some users were removing the software from their devices. Others simply weren't installing it in the first place.

The customers needed stronger protection, but it couldn't come at the expense of the user experience.

## OUR SOLUTION

### Finding a better approach

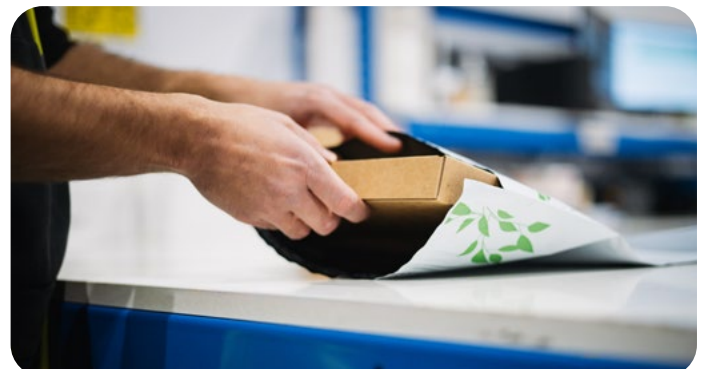
We introduced the customer to Trustd, focusing on one simple question:

Could they improve their mobile security without making their devices harder to use?

Rather than asking the customer to commit straight away, we demonstrated Trustd and trialled it on one of their devices.

This gave them the chance to see exactly how it worked in their environment, including how it performed alongside the applications their users relied on every day.

The results gave them the confidence to move forward.





## Security built into the device

Once the customer was happy, we integrated Trustd directly into their existing EMM build.

This meant there was no extra process for users to follow. Trustd could be pushed directly to devices as part of the existing deployment, providing protection from the moment the device was set up.

And when a risk was detected, users weren't simply told that something was wrong.

They were given clear, practical guidance on what to do next.

For example:

- ✓ Out of date operating system? The user is prompted to update it.
- ✓ Phishing link received by text or email? The threat is detected and blocked.
- ✓ Unsafe app installed? The user is alerted and advised to remove it.

The aim was to make security something users could understand and act on, rather than something that simply restricted what they could do.

## Protecting corporate data when it matters

We took this a step further by connecting Trustd to the customers Microsoft environment.

If Trustd detected a threat on a device, access to corporate data could be blocked immediately. Once the user resolved the issue, access could be restored.

This created a much more responsive approach to security. Rather than restricting every device just in case something happened, access was controlled based on the actual level of risk.

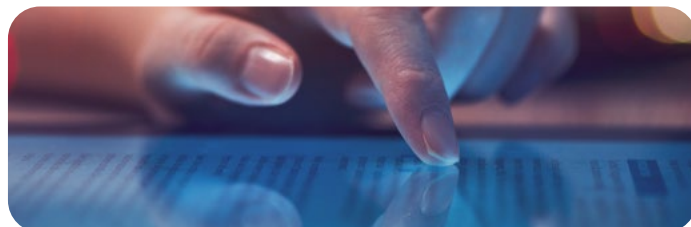
## THE OUTCOME

The customer was able to strengthen the security of its mobile estate while maintaining the usability that was so important to its employees.

Trustd became part of the existing EMM deployment, rather than another piece of software users had to remember to install and manage.

And by linking mobile security with access to corporate data, the customer had an additional layer of protection around the information that mattered most. The result wasn't simply more security. It was security that people were actually willing to use.

For a fast-moving business working towards Cyber Essentials Plus. That made all the difference.



**Help your customers protect confidential and corporate data and meet their Cyber Essentials Requirements with EGE's MTD service through Trustd. Unlock new revenue opportunities by adding our MTD service to your portfolio.**

**Contact our b2b team to find out more**  
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