

Email Security With Support That Is Second to None

When Hollywood Bowl Group needed to quickly solve an email security problem, they turned to Cyren.

Hollywood Bowl Group plc brings friends and families together at 60 bowling centers across the UK. With an IT team of seven people managing applications, infrastructure and cyber security for 2000 users, an email security solution that required little management overhead, while providing first rate protection, was essential.

CONSOLIDATING EMAIL SECURITY FOLLOWING AN ACQUISITION

When Hollywood Bowl grew through the acquisition of Bowlplex, as is often the result of business consolidation, they also acquired duplicate IT infrastructure, including a market-leading cloud email security service. Following challenges with managing multiple services, Dave Wilson, Hollywood Bowl IT Director, and his infrastructure team decided to research the market to find an email security solution they could standardize on across the new combined business.

The requirements were similar to most organizations today – security that operates seamlessly in the background, blocking all threats, with minimal false positives.

Dave's team likes to forge close partnerships with their IT vendors, and support, especially for cyber security products and services, is considered of the utmost importance. They were therefore looking for a service that had a 24x7x365 support option, with strict SLAs that the vendor would meet.

ACCURATE PROTECTION STILL MOST IMPORTANT

Hollywood Bowl wanted to move quickly and evaluated a number of options, which failed to provide the expected levels of protection – not blocking spam, misclassifying various threats and creating a false positive problem.

Cyren's pedigree in the cloud security space impressed the infrastructure team, who had already done a significant amount of due diligence prior to engaging with Cyren. This initial research resulted in a rapid decision being made to deploy Cyren after a short test period. During the engagement, they forged a close relationship with Cyren's commercial team and were satisfied with the responsive support across both the commercial and technical organizations.



“ In the past week Cyren has blocked 59,000 unwanted emails. ”

Dave Wilson, IT Director

BLOCKED 59,000 UNWANTED EMAILS IN SEVEN DAYS

The results that Cyren has brought were summed up by Dave, the IT Director, in this manner: “We have fewer dealings with email issues than before.” In the seven-day period prior to writing this case study, Cyren blocked 59,000 unwanted emails, including twelve containing malware.

SUPPORT PROVIDES NEEDED BACKSTOP

The Hollywood Bowl IT team understands cyber security. They know that no technology controls are 100% successful, and that security processes and response are also key. Therefore, they do not cut corners when it comes to cyber security, and 24x7x365 support with a strict response SLA is essential. Dave explained the requirement by relating a previous incident: if an executive receives a phishing email, we need to know immediately whether it is real, why it wasn't blocked, and be sure that detection has been adjusted to ensure similar threats are not received in future. He is confident that, if needed, Cyren's 24x7x365 support option can provide this.

COMMITTING FOR A FURTHER THREE YEARS

A year on, Hollywood Bowl is continuing to enjoy the partnership with Cyren and is confident in the level of performance they are receiving, so they have taken advantage of discounted pricing by committing to a 3-year license agreement.

“ Cyren's support is second to none ”

DAVE WILSON, IT DIRECTOR

THE CHALLENGE

Hollywood Bowl Group plc wanted a single email security service for a newly consolidated business.

The commercial partnership, first class support, simplicity of management and first-class protection with minimal false positives were all key requirements.

THE CYREN DIFFERENCE

Cyren's service meets all the technical and commercial requirements.

- Demonstrated industry-leading levels of protection with minimal false positives
- Advanced threat protection technologies
- Demonstrated commitment to innovation in security
- 24x7x365 support
- Ability to quickly and professionally move the commercial partnership forward