RUTLAND COUNTY COUNCIL
CASE STUDY

"I believe we now have the best-in-class email security solution for educating staff and have added a valuable layer of protection to bolster our existing investments"

Andy Nix, Head of ICT, Rutland County Council

ABOUT RUTLAND COUNTY COUNCIL

Rutland County Council is located in the East Midlands, serving 40,000 residents, and employing 500 members of staff. As part of local government, with a small in-house IT team, Rutland County Council are constantly evaluating their security posture and the gaps that may appear as threats become more sophisticated and complex to defend against.

MAXIMISING EXISTING INVESTMENTS

After a thorough discovery session to uncover Rutland's existing challenges, Xeretec presented Tessian to Rutland as the best fit solution for their business. After a demonstration of the product, the decision was made to deploy, "implementation was extremely professional and the solution was configured perfectly to maximise its total benefit" says Andy Nix.

Rutland County Council previously educated their users with an off the shelf, third-party phishing simulation software. This was replaced by Tessian Defender, a more sophisticated solution where staff are now warned of the potential threat in real-time. These contextual banners clearly explain why the threat was flagged and advice on what action to take. The solution was therefore able to take on the dual role of educating staff whilst providing protection at the same time. Rutland also acknowledged their existing third party secure email gateway (SEG) was unable to provide sufficient protection against more sophisticated threats which were getting through. By deploying the additional layer of protection with Tessian Defender, Rutland's existing SEG was able to be refined. This resulted in improved performance and ROI, whilst increasing Rutland's overall security posture.

THE DRIVERS FOR CHANGE

> An increase in observed ransomware attacks in the public sector, particularly via email targeting other councils.

> IT and service delivery were hugely stretched, creating a need for a tool that isn't solely reliant on IT for management and remediation.

> Staff experiencing an increase in targeted impersonation attacks particularly within the finance team.

> With state-organised attacks becoming more prevalent, the NCSC have provided guidance to government led industries such as councils on how they should increase their security posture.

SOLUTION

TESSIAN

Tessian Defender with M365 Integration

POSITIVE OUTCOMES

COST

As previous security investments have been consolidated, Rutland are now left with a better performing security stack whilst saving approximately £4k a year on the costs of unnecessary software licences.

RISK

The accuracy of Tessian's machine learning has created a very reliable engine that establishes what email activity is normal for each end-user. This engine is what drives the contextual warnings for users, reducing the risk of false positives and preventing user fatigue and complacency.

PRODUCTIVITY

As the responsibility for quarantining and remediation is shared with employees, IT have been given time back which they can use to focus on value-add tasks and wider company projects. The product is also configured in a way where very little IT intervention or management is required from the day of deployment with automated triage and risk reporting.

EXPERIENCE

Reaction to the deployment has been extremely positive as staff feel empowered by continuous learning and increased levels of cyber awareness. They can now play a part in Rutland's email security with the appropriate levels of intervention from the solution and no negative impact on their user experience.

"Deploying Tessian Defender has been a total win for Rutland. There is less work to do for us in IT and our staff now feel empowered to act as an additional layer of defence"

- Andy Nix, Head of ICT, Rutland County Council

Xeretec IT Works

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ABOUT US

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

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