

# Carter Jonas Case Study

*"The partnership with Xeretec has not only enhanced our security posture but also provided peace of mind. We'd definitely recommend Xeretec's Managed Detection Response service to our customers and other businesses."*

**Tim Spencer, IT Director, Carter Jonas**

## About Carter Jonas

Carter Jonas is a leading UK property consultancy and advisory service. Covering Commercial, Residential, Rural, Planning & Development, and Infrastructure, their network of over 1,000 property professionals across 34 offices provide a wide array of property related services nationwide.

Despite already having robust security measures in place and holding ISO 27001 certification, Carter Jonas recognised the need for continuous improvement in an ever-evolving threat landscape.

With cybercriminals operating 24/7, they identified the importance of strengthening their monitoring and response capabilities. This led them to explore a Managed Detection and Response (MDR) solution offering round-the-clock coverage.

Tim Spencer, IT Director, saw the value in partnering with a third party to deliver this service—bringing in the necessary expertise without adding extra workload to his existing IT team.

## The Approach

As part of Carter Jonas's tender process in early 2024, Xeretec was selected for its strong partnership with Chorus and proven expertise in cybersecurity—particularly their MXDR offering. Carter Jonas was seeking a supplier known for exceptional customer service to support and enhance their existing Microsoft portfolio and cloud services.

## Drivers for Change

- > Drive continuous improvement within the existing Information Security Management System, accredited to ISO 27001
- > Demonstrate to new and existing clients the importance Carter Jonas places on cyber controls to protect their information assets
- > Reduce the workload on the internal IT team and build a strong relationship with a third-party supplier
- > Improve monitoring, detection, and response to cyber threats
- > Optimise Azure spend against event management

## Solution

### Managed Detection and Response (MDR) Solution

Provision of an MXDR solution, managed by Chorus security specialists, to support the internal IT function and provide advisory services to the IT Director and Partnership.

## On-budget and Seamless



"The entire sales cycle, from opportunity to instruction, was seamless and smooth. The estimates provided were highly accurate compared to actual costs, which is always critical. Project delivery was completed on time and within budget, which was fantastic. Additionally, the account management from Xeretec has been exceptional throughout."

- **Tim Spencer, IT Director, Carter Jonas**

## Enhanced Security



"The solution has significantly enhanced our business security. For instance, when a suspicious email targeted a large number of employees, it was detected quickly and the issue was resolved promptly. The situation was handled swiftly and efficiently, giving me peace of mind. No questions asked, just immediate action and resolution."

- **Josh Owen, Cyber Security Analyst, Carter Jonas**

"The 24/7 support we receive is invaluable. Whether it's identifying areas for improvement, offering guidance to address gaps, or delivering detailed reports, their assistance has been instrumental. The support they provide to our small internal team is nothing short of exceptional."

- **Tim Spencer, IT Director, Carter Jonas**

## 83% Cost Savings



During the review process, Xeretec significantly optimised Carter Jonas's Azure environment, reducing their monthly bill associated to log and event management.

## Security That Meets Regulatory Requirements



Carter Jonas can now meet supply chain requirements and align to government regulations, allowing Carter Jonas to bid for new business and remain competitive.

## About Xeretec

We have a 35-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.

**Want to learn more?**  
**Get in touch**

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