

Cancer Research UK heals firewall problems and cuts costs with help from Nebulas Solutions

"We know we have made substantial savings on hardware and software licensing."

Ian Robertson,
Voice & Data Team Leader,
Cancer Research UK

» Cancer Research UK

Cancer Research UK is the world's leading independent organisation dedicated to cancer research. It supports research into all aspects of cancer and is the European leader in the development of new anti-cancer treatments.

In the last financial year, Cancer Research UK spent £355 million on research. In addition to carrying out its own research and funding, Cancer Research UK provides information for the public and healthcare professionals. It is funded entirely by public donations. Cancer Research UK has major research facilities in London and Cambridge, eight regional offices and a network of approximately 600 shops throughout the UK.

» The Challenge

As a charity, Cancer Research UK has slightly different requirements to many large commercial organisations, despite being a similar size. By spring 2008, the charity's Infrastructure Team had become unhappy with its incumbent IT security partner's performance. This presented something of a challenge, as the Cancer Research UK team needed to find a security partner who could understand the organisation's ethos – as well as the technical and commercial objectives of its specific projects. "We weren't getting the responsiveness or the understanding of our requirements that we'd reasonably expect, so we decided to look beyond our existing partner" recalls Ian Robertson, Voice & Data Team Leader at Cancer Research UK.

The charity began discussions with Nebulas Solutions Group in July 2008 and following the review process, the security specialist was awarded the contract to support the charity's firewall estate.

» The Solution

Nebulas Solutions Group quickly established themselves as a highly competent, professional partner. "Right from the start, Nebulas understood our needs and worked with us really well. Because they fulfilled the initial support contract so efficiently, we consulted them on other projects." These included upgrades and additions to the firewall estate, as well as intrusion detection and prevention.

Nebulas Solutions also undertook a further project to upgrade the charity's two-factor authentication infrastructure. "When we decided that our old solution needed a refresh, we asked Nebulas Solutions to review our plans" commented Ian. At this point, Nebulas Solutions' expertise and knowledge proved invaluable: they presented an alternative design which leveraged the existing investment whilst still meeting all the necessary performance parameters.



» Customer needs met

- » Solutions delivered within constrained IT budget
- » Cost savings by deploying innovative two-factor authentication solution
- » High level of support during upgrade, averted system failure
- » Burden on in-house IT support team reduced, freeing time for more strategic tasks
- » Improved, more resilient security infrastructure enabling greater operational continuity
- » Infrastructure team's profile enhanced by access to high level technical and commercial expertise

» Deployed Solutions

- » Various market leading technologies

"We made substantial savings on the hardware and software licensing" says Ian, adding "We also made further savings on support, given the hours that my team would have spent maintaining different solutions."

During the update, one of the appliances failed. *"As soon as they were involved, Nebulas pulled out all the stops,"* explains Ian. *"They took ownership of the problem, communicated with the vendor and really went the extra mile."*

The issues were resolved and the project was successful. Nebulas Solutions Group has impressed Ian's team with their wide ranging security expertise.

Whilst not supporting Cancer Research UK's content filtering deployment at that time, Nebulas Solutions produced a detailed overview and technical analysis of web filtering to show that it could be both safe and effective. The filtering project is one illustration of how Ian's team has come to value their partnership: *"My team feel so confident picking up the phone to Nebulas now"* comments Ian. *"They really know what they're doing and understand us. The solutions they suggest are technically innovative and commercially sound."*

» The Future

Following the success of these projects, Cancer Research UK and Nebulas Solutions are currently discussing a number of additional projects including network access control.

» Nebulas Solutions Group

- » Nebulas Solutions Group is a security, acceleration and virtualisation specialist.
- » Formed in 2001, Nebulas Solutions Group offers sophisticated technology solutions, consultancy and implementation expertise to help organisations address the key business issues of data security, acceleration and availability.
- » Nebulas Solutions Group comprises three divisions: Nebulas Security is the UK's leading provider of IT security, data privacy and compliance solutions. Nebulas Xcelerate provides leading WAN optimisation and applications acceleration solutions and Nebulas Virtualise offers market leading virtualisation solutions.
- » The Group's combined expertise helps organisations maximise the performance, efficiency and security of their IT infrastructure, as well as reducing operating costs.
- » Based in London, Nebulas Solutions Group has more than 200 customers worldwide, including many blue chip and FTSE 250 organisations. For further information, go to www.nebulassolutions.com

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