→ CASE STUDY 🔍

INN GEAR

ABOUT

Inn Gear is a market-leading supplier of furniture, artwork, and themed bric-a-brac to the hospitality industry.

With over 30 years' experience and contacts worldwide, Inn Gear can always find exactly what their customers are looking for, from contract furniture, artwork and fixed seating, to restored antiques and architectural features. They also produce stunning bespoke creations using in-house craftsmen.

INN GEAR

BUSINESS CHALLENGES

→ End-point protection services underwent annual price reviews upon renewal, resulting in increased costs. The timescales for replacing the system were limited.

→ The spam filter on the existing email filter was not effective, often quarantining legitimate emails, but not illegitimate emails. There was also an increase in the amount of phishing emails that were not quarantined effectively.

→ There was no patch management system in place; end-point updates were completed either according to the default OS settings or manually, due to automatic updates being disabled.

> " The team at SCG provided superb advice, technical knowledge, and customer service from start to finish. Their expertise allowed our team to be mostly hands off, enabling them to complete other work. I look forward to working with SCG on many projects in the future! "
>
> **Ben Percy**
> **IT Technician**

KEY SOLUTIONS

✓ SCG MSP deployed a brand-new Endpoint Detection and Response Agent across all computers, replacing the previous antivirus solution. Upon deployment, one device was found to contain footholds of a previous malware infection that had gone undetected. A critical alert was raised to the SCG team who assisted immediately to resolve. The solution had little to no impact on the performance of the systems it was installed on, which was ideal for the older hardware devices.

✓ SCG MSP deployed a fully managed Advanced Email Protection Solution, integrated with Inn Gear's Microsoft 365 tenant, providing anti-phishing, spam, and malware protection for both inbound and outbound email. Since the system is API-based, the implementation was very straightforward and could operate alongside an existing email security system that could subsequently be decommissioned.

✓ SCG MSP provided a patch management agent, seamlessly deployed through group policy from Inn Gear's domain controller. It is now able to deliver scheduled patches to PC's, and keep third-party applications up to date when required. The configuration to automatically deploy the endpoint detection and response software has remedied a previously manual process for the IT department.

SCG
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Contact us today

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