



Aragorn offers customers 24/7 security with Managed Threat Response from Sophos

Aragorn is an ICT service provider located in Eindhoven. The company has over 30 years of experience and applies its knowledge to and uses its technology for installation, maintenance and management of infrastructures, workstations, servers and industrial computers. Thirty-five employees support and unburden about 250 customers on a daily basis. The customers are mainly active in the manufacturing industry, transport, logistics, and the metal industry, which are located in the region of Eindhoven.

PARTNER-AT-A-GLANCE

ARAGORN

Industry:
ICT

Number of Staff:
35

Website:
<https://www.aragorn.nl>

Sophos Solutions:

Sophos Managed Threat Response (MTR)
Sophos Zero Trust Network Access (ZTNA)
Sophos Firewall, Sophos Central, Sophos Wireless
Sophos Mobile, Sophos UTM, Sophos Intercept X
Sophos Phish Threat, Sophos Email,
Sophos Central Device Encryption

Aragorn was founded in 1990 and has over 30 years of experience as an ICT service provider. With thorough knowledge of hardware, software, and ICT infrastructures, the company helps organizations continue their business operations in a world that is increasingly becoming more complex and in which ICT services constantly change. Aragorn believes that ICT should always be available, just like water from the tap. As a strategic partner, the company unburdens its customers in terms of ICT services so they can run their business in a carefree way. Aragorn has two business units: ICT Services, which provides ICT services to organizations and Industrial IT, which focuses on the development and production of embedded solutions, custom PCs and industrial computers.

From many different solutions to specialization

In the past, Aragorn used to have many different brands in its portfolio. If a customer requested a different solution, Aragorn would deliver it and take care of the management. As a result, many employees had reasonable knowledge of many different solutions. "It was a big challenge to manage those infrastructures and security environments. So we turned that around," says Niels de Waard, Sales and Marketing Manager at Aragorn. "We reduced the amount of solutions in our portfolio and started to specialize on fewer solutions. Because of this focus, management became much easier. Standardizing

on Sophos' security solutions is a good example. Everybody who works at Aragorn – both on the technical and commercial side – is Sophos certified. Therefore, we gained the highest partner status 7 years ago. We have been a Sophos Platinum Solution Partner ever since."

A fundamentally different approach to security

Twenty years ago, many vendors focused on the consumer market. Aragorn chose Sophos at the time because it was one of the few vendors that offered infrastructure solutions to protect workstations and servers, with a focus on the business market. This approach was different, and Sophos looked at systems and solutions in a different way. Many competitors developed antivirus products for workstations, which were also suitable for servers. In doing so, [too] little attention was paid to the fact that servers work very differently compared to PCs. De Waard: "Sophos realized quickly that the central ICT infrastructure needed to be protected in a different way. They were able to get a complete overview of a network much quicker, to see where security was needed. Thus, the way Sophos handled security was fundamentally different."

'We see Sophos Managed Threat Response as one of the highest achievable solutions you can advise a customer at the moment. Sophos MTR is the ultimate solution to deploy.'

Niels de Waard, Sales and Marketing Manager at Aragorn

'A time has come in which you can no longer protect yourself by simply using technological means and measures. You need security specialists who continuously monitor the network and proactively search for suspicious behavior. With Sophos MTR, we are able to take immediate action based on behavior in the network.'

Niels de Waard, Sales and Marketing Manager at Aragorn

Central management platform and optimal security for Aragorn and customers

Aragorn implemented Sophos Central so they could effectively carry out management tasks in one single central management platform. "Management and reporting became much easier for us and for our customers. We manage and facilitate every solution you can connect in Sophos Central: from WiFi to anti-ransomware solutions, Sophos Mobile, Device Encryption, and Firewalls."

The company also offers and implements Sophos Managed Threat Response (MTR) for its customers for optimal protection. Aragorn also uses the solution itself. "As an ICT service provider, we also

need maximum protection. The combination of artificial intelligence and human intelligence enables us to offer ourselves and our customers a team of security specialists who are available 24 hours a day, 7 days a week. Of course, you can facilitate this level of security 'in-house', but this is financially unattractive for small and medium-sized enterprises. We see Sophos MTR as one of the best performing solutions you can advise a customer at the moment. If all technical measures and software required to optimally protect the infrastructure have been set up and the customer asks what else he can do, then Sophos MTR is the ultimate solution to deploy."

Sophos Managed Threat Response combines technology with a team of security specialists that tracks and stops (strange) activities in the infrastructure, such as multiple login attempts

from a specific country. Is there a 'legitimate' login, but are the subsequent actions questionable? Sophos detects this, responds when necessary and neutralizes the attack. Hence, also for everything that cannot be stopped from a technical point of view, Sophos MTR is the right solution. De Waard: "This good balance between technology and the human aspect is crucial for optimal security." With Sophos, Aragorn can solve 95% of the security issues surrounding ICT infrastructures. In addition, Sophos offers good integration options between the different solutions, creating a multi-layered kind of security approach in the network. According to De Waard, this is a major advantage.



Other types of attacks

According to De Waard, the way in which cyber-attacks are carried out is fundamentally different than before. It has changed from sending viruses to being able to manage an infrastructure, from carrying out many attacks and hoping one will be effective to highly targeted attacks. Strike times are carefully chosen, for example in weekends, in the evening or during holidays when no one is working. Cyber criminals try to get a username and password so a technological product will not give a signal because the login was 'normal'. De Waard: "A time has come in which you can no longer protect yourself by simply using technological means and measures. You need security specialists who continuously monitor the network and proactively search for suspicious behavior. With Sophos

MTR, we are able to take immediate action based on behavior in the network and intervene when necessary."

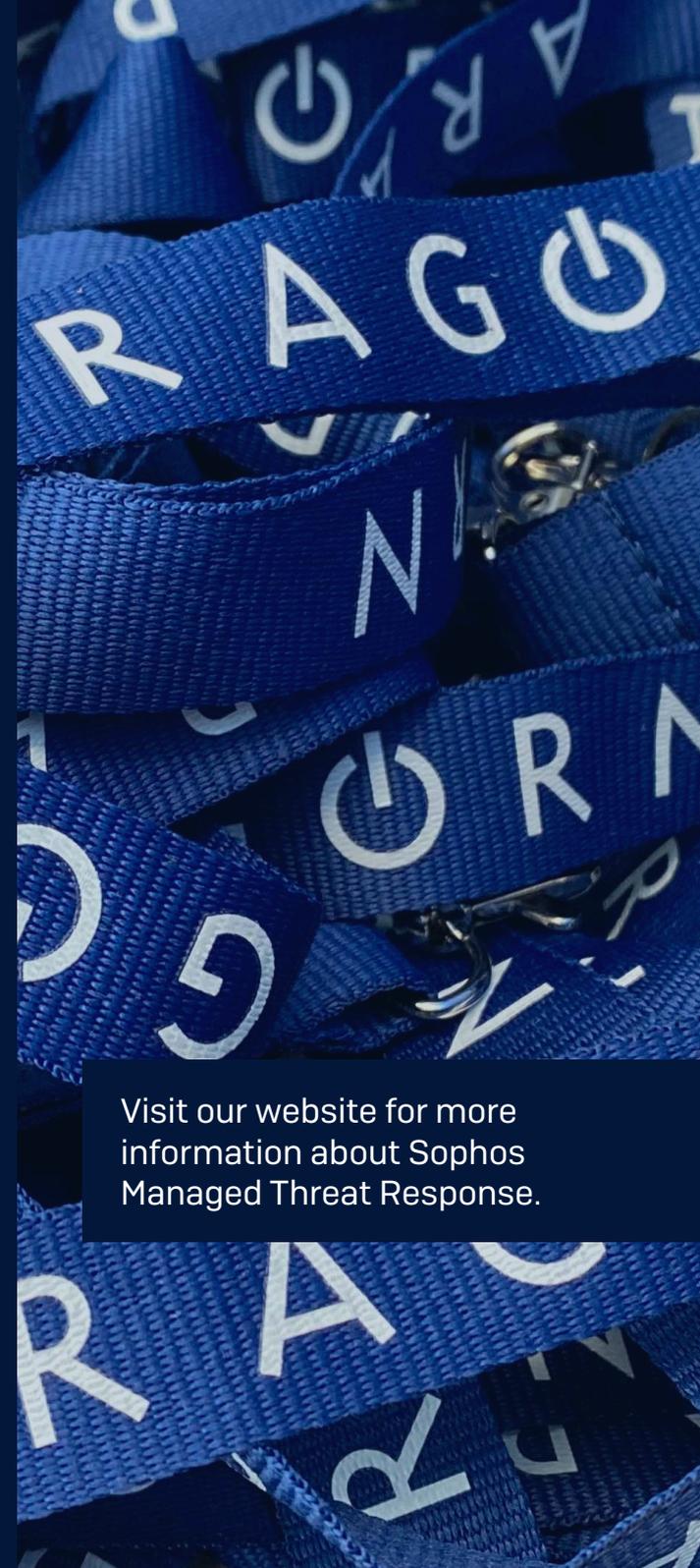
Focus on maximum security

De Waard says that people take ICT security too lightly. "People sometimes assume they are safe when they have a cyber insurance. Your financial damage may be (partly) covered, but companies also suffer reputational damage when they cannot be operational due to a cyber attack. The damage has already been done and you may receive compensation, but that does not necessarily mean you will be up and running again the following day. You still have to neutralize the attack yourself and you need to be 100% sure that no unwanted activities are left behind in the network. This is where Sophos MTR offers real added value".

In addition to Sophos MTR, Aragorn also uses Sophos Zero Trust Network Access (ZTNA) through the 'Early Access Program'. Aragorn truly sees this as a next step, since the solution is one step further than the standard security software. De Waard: "Because more and more people are working from home, security should get even more attention than before. ZTNA ensures access to the company network is not simply given, but only to where access is needed and for whom access is needed. Checks are carried out on the identity of users. Furthermore, devices that can be used to log in are validated and verified, and the access is checked. This is a completely different security approach, but it is the best one so far: do not simply allow everything and verify everything!"

PARTNER CASE STUDY **ARAGORN**

Aragorn will include ZTNA in its portfolio as soon as the product is publicly available. De Waard: "We will make organizations aware of this step that is necessary to optimally protect the infrastructure. The same goes for Sophos MTR. Our goal is to show organizations that they really need such a service if they want to optimally protect and secure their environments."



Visit our website for more information about Sophos Managed Threat Response.