



NCO Europe Case Study

NCO Europe secures customer service with Cynet

Background

NCO Europe is a leading outsourcing partner of financial and customer care, headquartered in Preston, UK. With over 400 employees, their client base includes major blue-chip international companies. NCO Europe depends on digital technology to deliver the highest levels of governance, performance and service delivery while protecting customer data.

In this highly regulated sector, compliance is key. “We need to ensure that any product that provides cybersecurity is a full security framework to keep pace with accreditation requirements,” explains Alec Brown, Head of IT for NCO Europe. His team’s support also accelerates new business opportunities for NCO, as “cybersecurity is one of the most prominent technical requirements when responding to client tenders.”

The Challenge

Security stack sprawl and complexity compounded several pressing pain points.

- First, Alec’s team had to overcome alert overload amid a cybersecurity skills shortage to maintain an accurate understanding of threats to NCO’s environment. “Most EDR services can flood you with information, which is not much use if you need a specialist security team to manage it,” recalls Alec. “Managing multiple services was resource intensive and can also lead to alerts being missed.”
- Second, the demands of manual monitoring meant the IT team often had to play catch up after hours.
- Third, “NCO like most companies had to adapt quickly to the pandemic.” This rapid pivot put the IT team in a reactive posture. “Longer term, a more proactive approach needed to be adopted.”

Furthermore, NCO’s IT team was seeking to reduce risk and cut costs for NCO in other ways, such as through cybersecurity insurance. But “getting cyber insurance can prove a challenge,” says Alec, due to spikes in ransomware and other online threats. “It is no longer adequate just to deploy endpoint protection.”



Website:

www.ncoeurope.com

Country:

United Kingdom

Industry:

Customer Service

Leader:

Alec Brown, Head of Information Technology, NCO Europe

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“Choosing Cynet has allowed us to fulfill an ever-increasing list of requirements from the brokers and reduce our yearly premium.”

“Alerts are clear and easy to understand.”

The Solution

Alec knew his team needed a simple solution for comprehensive protection. “That is one of the key reasons NCO chose Cynet.” The effects were immediate.

For fewer, more accurate alerts, Cynet 360 AutoXDR integrates real-time insights from multiple points of telemetry on a single platform. “Full technical details are also provided,” Alec says, “allowing the skillsets of the IT team to increase.” Time previously spent addressing false positives could be reallocated to more meaningful priorities.

Monitoring was expanded and enhanced by the backing of CyOps, Cynet’s world-class MDR service. Alec calls their on-demand expertise a “comfort blanket.”

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Automated capabilities enabled NCO to securely adapt to remote work. “The AI and machine learning to build user profiles and identify unusual behaviour patterns has provided more security around this space.” The results? Peace of mind for Alec and his IT team. Higher ROI for NCO. And a reliable financial and customer care partner for NCO customers.

With Cynet, NCO can conduct compliance audits with confidence. “We have strong responses and more gaps are filled with this product making audit responses easier.” Security is a competitive advantage when NCO goes to market. And, Alec says, it checks the boxes insurers want to see.

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