

# CUSTOMER CASE STUDY



## Customer at a Glance

Jackson Stops & Staff

## Industry

Property Management

## Size

Over 150 users across 13 sites

## Website

[www.jackson-stops.co.uk](http://www.jackson-stops.co.uk)

## Urban Network Customer

Since 2005

Jackson-Stops & Staff are specialists in prime residential property with a national network of over 40 offices.

Towards the end of 2015, the largest consortium of Jackson Stops & Staff began a review of their security systems. The existing hardware solution had been in place for over 5 years and the leadership agreed that a more robust solution was required to address today's security threats.

With a distributed network, spanning over 13 regional sites within London and South East, and a user base that frequently roams throughout the organisation, security, uptime and resilience were key requirements.



## Business Challenge

In the run up to 2016, Jackson Stops & Staff migrated a number of Line of Business applications out to the Cloud.

This change of business process and how users access applications placed considerable strain on the throughput capabilities of the existing firewalls.

These ageing units were not able to manage, control and secure the growing number of users and traffic that was being generated by them.

In addition to this, a number of intrusion attempts to the corporate network highlighted its vulnerability, and the inability of the existing firewalls to provide the level of continuous protection required.

It was therefore decided to move towards the next generation of firewalls that provide Unified Threat Management (UTM) with centralised reporting and management throughout the organisation.

Urban Network proposed an integrated security solution, powered by Sophos, a Magic Quadrant Leader at Gartner for Unified Threat Management.



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**“We have reduced our risk now as we have better security in place. This has resulted in greater stability with our inter-site communication.”**

- Law Clark  
Group Operations Manager  
Jackson Stops & Staff

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## Solutions

Jackson Stops & Staff opted for the award-winning solution Unified Threat Management (UTM) Network Protection by SOPHOS with whom Urban Network have partnered to provide security solutions.

The solution protects customer's network using multi-layered proven protection technologies including Advanced Threat Protection (ATP), IPS, VPN, email and web filtering.

The UTM devices have been integrated into the client's Active Directory structure to allow for granular permissions down to the user level, simplifying the administration of the solution.

The deployment of these next generation firewalls was staged, completing each site at the most convenient time to the client in order to reduce downtime to a minimum.

## Business Results

The solution has allowed for the Jackson Stops & Staff to provide resilience into each site with multiple routes available, keeping productivity of their teams at optimum levels.

With security being a high on the wish list, the Sophos UTM solution now offers Jackson Stops & Staff continuous knowledge of the latest threats via SophosLabs, providing a significant reduction to the risk of a network breach.

Each UTM device is integrated into the Jackson Stops & Staff Active Directory structure and Urban Network's own Network Operations Centre allowing for full visibility of network traffic and historical reporting of performance and consumption of network resources.

“We experienced no disruption to our daily operations, Urban Network kept us up to date throughout the process; we always knew what was happening and when it was going to happen. Now the project is complete, we are confident that we have better levels of security and greater visibility of the network.”

- Law Clark  
Group Operations Manager  
Jackson Stops & Staff

To find out more about Urban Network Security Solutions, visit  
[www.urbannetwork.co.uk/cyber-security](http://www.urbannetwork.co.uk/cyber-security)



Urban Network is an award-winning Outsourced IT Provider founded in 2002. We provide a trusted, competitive and impartial service to our wide range of customers across the UK and internationally. With a comprehensive portfolio of managed cloud and on premise services and a team of talented IT professionals, Urban Network can deliver a complete IT solution to your business.

**Urban Network (London)**

Met Wharf Building  
70 Wapping Wall  
London E1W 3SS

**Urban Network (Essex)**

Merrymeade House  
Brentwood  
Essex CM15 9BG

Tel: +44 (0) 20 7749 6899  
Hello@UrbanNetwork.co.uk  
[www.urbannetwork.co.uk](http://www.urbannetwork.co.uk)

