



Novosco delivers better performance and smoother operations for mydentist

The challenge

mydentist needed to enhance their security systems during a period of rapid growth for the business.

mydentist is Europe's largest dental care provider. Their 600-plus network of practices provide dental care to over seven million people in the UK. Formerly known as IDH Group, the organisation has seen its practice estate increase considerably over the last 3 years with consistent acquisitions of dental practices.

The Group's IT team were experiencing performance and compatibility issues with their existing UTM (Unified Threat Management) Firewall. The solution they were working with was not able to meet the demands made of it and the resulting problems were taking up a lot of the IT team's time.

Novosco were asked to assist the internal IT team with scoping and implementing an appropriate, reliable alternative.

Overview

Technology & services

- Cisco ASA firewalls
- Barracuda Web Filters and Barracuda Load Balancers with telephone support from Novosco
- Professional Services for implementation and configuration

Benefits

- Increase in performance and smoother operations
- Peace of mind from proactive monitoring
- Free up valuable internal resources for other business priorities

The solution

Novosco recommended a combination of products and professional services to provide The solution to mydentist's challenges. As well as supplying and configuring the Cisco ASA firewall, Novosco provides an on-going proactive managed service. Similarly, in addition to the implementation and configuration, the Barracuda Web Filters and Load Balancers are covered by telephone support from Novosco.

Due to the problems experienced with the UTM firewall technologies, Novosco designed a solution that separated the web filtering service from the firewall and allowed each element to work independently on its specialist, primary role to ensure the smooth running of operations in the future. The Cisco ASA firewall and Barracuda technologies were recommended because of their capability and specialisms as dedicated solutions for their respective role within the security infrastructure.

Whilst the mydentist IT team are highly skilled and experienced in a range of technologies, Novosco were asked to provide a Managed Service for the firewall solution. This service releases the IT team from time consuming tasks and allows them the time to fully focus on the many other parts of the IT infrastructure that were evolving as a result of the rapid expansion of the business.

Business results & benefits

mydentist Group have benefited from this security solution in terms of operational product performance and through the provision of professional services to complement the skills of the internal team. By utilising specialist products, mydentist now have a security solution which is robust and reliable. Novosco and mydentist both have extensive experience in the two technologies and as a result there was a smooth transition post-implementation. As a result, the number of complaints has decreased and the IT team spend less time resolving issues.

By utilising Novosco's extensive knowledge and experience of security technologies to complement their internal skills and resources, mydentist have improved their security stance while freeing up their own team to focus on other areas of the infrastructure which have a positive impact on supporting the business through its growth.

This solution has also brought mydentist peace of mind, knowing that Novosco are proactively providing perimeter security at the Head Office and the Data Centre.



"From pre-sales right through to implementation, Novosco act and perform as a valued strategic partner rather than just a supplier. It is for this reason that we have built a long-standing and trusted relationship."

"Novosco's Managed Service wraps a high level of comfort around our critical infrastructure and the Telephone Support provided is more like an extension of our own internal team."

Iain Clarke, IT Infrastructure Manager, mydentist