Case study: Syrenis

Syrenis is a long time Check Point customer, and in 2019, they brought in SEP2 to manage their firewalls and email security. In addition to these services, SEP2 has begun providing KnowBe4 Security Awareness Training to further enhance their security posture. This case study highlights Syrenis' longstanding relationship with SEP2, showcasing how our collaboration has evolved and strengthened over time to meet their growing needs and challenges.

Syrenis is a global leader in data privacy solutions that supports enterprise-level clients, specialising in software as a service (SaaS) through their products Cassie and SMART. Cassie is a consent and preference management platform that centrally manages over 1.2 billion customer records for large organisations, including the largest food delivery company in the US and one of the top three US pharmaceutical companies.

SMART is a stakeholder management and engagement platform that helps organisations track engagement at an individual and organisational level.

When David Murfitt joined the Syrenis team as a Chief Technology Officer (CTO), the company was relatively small, with around fifteen employees. In his previous role, David had adopted a managed service approach, relying on external support for Check Point technologies. Recognising the limited bandwidth of the Syrenis team, he understood the necessity of outsourcing, seeking an organisation with the skills and knowledge to effectively assist his small team.

Finding SEP2

When looking for a solutions provider, David prioritised expertise with Check Point products as well as significant experience.

> "I was looking for an organisation that would be at least a technology equal, if not a technology expert. Not a reseller of products with a light touch but somebody who can get to the answer and has the experience directly. I wanted to talk to someone in an organisation who really knew the product and how it worked and, even better, had previous experience and an understanding of what you're trying to do."
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> **David Murfitt, Chief Technology Officer**

As a rapidly scaling software company, time was critical for getting operations up and running smoothly. In the SaaS industry, any service interruptions can significantly impact customers, and David was keen to avoid this. He was impressed with SEP2's level of expertise, attitude and approach. He could see that the SEP2 team understood his pain points and were dedicated to finding solutions, aligning perfectly with his needs. Over time, David developed a strong relationship with SEP2, as both companies shared similarities as small organisations emerging in the tech industry.

Working with SEP2

As Syrenis continued to grow, they decided to increase their product sales in the US market. They encountered different compliance requirements to the UK, including SOC2. To comply, Syrenis needed to implement a security awareness training program within their organisation. SEP2's Wingman Managed Security service, powered by KnowBe4, helped Syrenis meet these requirements and effectively educate their employees.

David has enjoyed working with SEP2, having established close relationships with team members who have been with the company since its inception. He feels comfortable to reach out to any member of staff regardless of seniority if he needs help. David has noted the excellent support he has received and finds it very easy to keep track of tickets through the SEP2 portal. As someone who is always on the move, he appreciates the ability to respond to tickets on the go.

> **"The original group of people who founded SEP2 were very deep in their knowledge of this type of technology, which can be complicated. It's become the whole field of firewalls, intrusion prevention, antivirus, ransomware,etc. Cyber security as a whole has really ballooned, and there's lots of dimensions to it, but you've managed to keep up."**
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> **David Murfitt, Chief Technology Officer**

Looking to the future

Looking ahead, SEP2 is excited to further support Syrenis as they scale and adapt to new landscapes. Their shared values and mutual understanding of the high demands in the tech industry position them well to tackle future challenges together. SEP2 looks forward to continuing their strong partnership, driving innovation, and delivering exceptional service to support Syrenis' ongoing growth and success.

Ready to further enhance your security posture? Speak to your account manager or get in touch at info@sep2.security.