



DTP WORKS WITH GUARDIAN NEWS AND MEDIA ON PRINT SECURITY AS A SERVICE

The Guardian

SECURITY AT THE FOREFRONT

Due to the nature of Guardian News and Media's (GNM) work and the responsibility it has to uphold the highest industry standards, data protection and IT estate integrity are among GNM's top priorities – demanding the full attention of its IT and cyber support teams, 24/7/365.

Mike Goodson, IT Services Manager explains: "Our printers used to be on a ringfenced VLAN, so from a security point of view, we were happy. But like any networked devices, they needed constant monitoring. This was an increasing challenge, but it wasn't until DTP raised Print Security as a Service that we realised there could be better way".

BUILDING ON AN ESTABLISHED RELATIONSHIP

Having already worked closely with DTP as its Managed Print Service provider for a number of years, Mike was already familiar with DTP's support services. But a conversation about the organisation's printer fleet and evolutions in print security, led Mike and his team to first pilot, and then choose DTP's Print Security as a Service (PrSaaS).

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With a deep existing knowledge of GNM's print fleet, DTP's proposed PrSaaS offering included the design and implementation of a comprehensive set of print security policies. GNM were keen to take advantage of round-the-clock monitoring, and auto-remediation, auto-alerting, and escalation services from DTP.

Industry Media

Objective

Remove the emerging IOT cyber security threat by adopting a service that automates the enforcement of print security policies within a managed service covering Guardian News and Media's fleet of multifunction devices and printers.

Approach

Print Security as a Service offering from DTP that augments the existing Managed Print Service.

IT matters

- Addresses the growing threat to IOT devices
- Remove workload burden from in-house IT and Infosec teams
- Installation of comprehensive security policies across the entire print fleet
- Introduce a managed service that continuously monitors the print fleet for security anomalies

Business matters

- Ensure print fleet is secure and remains compliant
- Free up internal resources to focus on other business-critical activities
- Add structure and advanced cyber security to their existing Managed Print Service contract
- Full escalation and reporting

A MANAGED SERVICE WITH BESPOKE PRINTER SECURITY POLICIES THAT ARE FIT FOR PURPOSE

Following an initial discussion with GNM, Mike and his team worked closely with DTP to map out their security requirements, giving both teams the opportunity to identify potential threats and explore any additional security policies that GNM needed.

A comprehensive set of security policies were designed and signed off with GNM prior to implementation. To ensure there was no disruption, a phased approach was adopted. Policies were initially applied to just a couple of devices for testing, along with all the supporting services and reporting and escalation processes. Only once testing had been successfully completed were the new policies and processes implemented across the whole print fleet.

“Once we’d agreed a set of security policies and processes, DTP did an initial test on a couple of printers to ensure the new policies worked as they should,” says Mike. “This not only helped to ensure we’d got it right, but also prevented any company-wide outages in the event there were any teething problems.”

Centralised print fleet security management for complete peace of mind. With GNM’s IT support resources spread across the entire business, having centralised printer management overseen by a trusted vendor was essential for Mike and his team.

“We have two types of printer in our headquarters; business centre devices with touch ID access and colour laser printers for the editorial department,” says Mike. “With so many devices on the network, we needed a solution that removed management responsibilities from us, but also gave us complete visibility and control.”

The service involves monitoring tools installed on one of GNM’s on-premises servers, so the company now benefits from round-the-clock print fleet monitoring and regular firmware updates – automatically applying policy corrections where necessary. What’s more, Mike is given a monthly report to confirm the entire estate is operating as it should and that no vulnerabilities exist with details of any auto remediations or escalations made in the last month.

“When we rolled out Print Security as a Service, DTP worked in partnership with us during the testing process, ensuring our print fleet was running as it should before they deployed it across the entire fleet,” says Mike. “Our print fleet going down could cause chaos, so it was comforting to know that DTP understood the complexity of our business and industry and treated our network with care including avoiding any peak periods.”

Beyond the initial deployment, Mike has found that DTP’s network management has already proved its worth to GNM. “DTP’s alerts system means that if any devices drop off our network, or any devices are non-compliant from a security policy perspective, the DTP support team take immediate action to sort the problem – and keep me in the loop as necessary. For example, we discovered that one of our security policies was preventing certain users from accessing the network. In no time at all, DTP resolved the issue to get them working again.”

Freed-up resources while giving complete print security confidence. Following the successful installation of DTP’s PrSaaS, GNM’s IT support team can now spend less time managing its print fleet and refocus on activities that help drive greater business value.

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In addition, Mike and his team are now safe in the knowledge that any print security and compliance risks have been mitigated, and its print fleet is working as it should round the clock.

“While they’re often overlooked in some organisations, printers are key network endpoints which need looking after. But any busy IT team will tell you how difficult this can be day-to-day,” says Mike. “DTP has helped augment our in-house skills and given us real peace of mind that our print fleet is being looked after – it’s quite honestly worth its weight in gold.”

Mike concludes: “Throughout all our work with DTP, our expectations are very high – and this project was no exception. Their communication and the pride they have in their work means you can just trust them to get on with the job and be proactive where necessary.”

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For more information about DTP’s Print Security as a Service or our wider Managed Print Services, get in touch with one of our experts today.