

First class WatchGuard support services to the UK's leading bridge builders



Cleveland Bridge, the UK's leading bridge design, fabrication and construction company, started to look for partners who had the appropriate skills and experience to manage their firewall which is a critical part of its IT infrastructure. It found a number of WatchGuard partners in the North of England but chose to partner with

Control Key.

In particular Cleveland Bridge were looking for a firewall service that included:

- Planned firewall configuration changes
- Technical Support for ad-hoc problems
- WatchGuard license provision
- Advice on future products/trends in the market regarding firewall and security technology

Paul Cusworth, IT manager explains *"We were experiencing a number of problems with our WatchGuard firewall. There were various problems including poor performance and intermittent issues following any firewall configuration changes."* Paul was new to the role as IT Manager within Cleveland Bridge, and it soon became apparent to him that the internal IT resource did not have the knowledge to effectively manage the firewall. This lack of knowledge was impacting on the delivery of critical IT services and potentially exposing unnecessary security risks to the business through poor firewall configuration. Paul considered training for the internal IT Team but this was seen as an expensive option and carried more risk as any skills gained would not be backed up by experience and hands-on knowledge of the product.

"We have a small team of IT engineers and the management of the firewall was taking up a lot of our time. We saw this as a specialist area that should be managed by specialists in that field."

In Paul's words, *"Control key were able to offer these services at a very competitive rate and also saved us money on our annual license subscriptions. We found the initial dialog with Control Key to be responsive and informative, which gave us the confidence that Control Key was a supplier who had the expertise to fulfil our requirements, would be easy to deal with and responsive to our needs."*

Since working with Control Key, Cleveland Bridge has been able to stabilise the firewall. Any performance issues were quickly identified and Paul worked on a plan to resolve these in association with the Control Key support team. In Paul's view: *"We now have confidence that our configuration is secure and in-line with best practise for configuration of WatchGuard products. We were seriously considering moving away from our current firewall product which would have been a significant investment in time and hardware, but working with Control Key it as given us the confidence that the product we have is fit for purpose given the correct configuration and skills to support."*

Paul concludes by saying *"We have made extensive use of the service from Control Key over the past few months and have found the time of response to any planned or unplanned requests to be excellent - in fact better than any of the range of suppliers that we deal with. This has given us confidence to work more with Control Key in the future and explore their other products and services."*



Cleveland Bridge's Darlington Fabrication Plant

Features and Benefits

- Responsive to customer needs
- Cost effective solution
- Managed by specialists

Control Key Ltd



Control Key was formed in June 1999 by IT professionals to create a Technically Focused IT network and network security business. Control Key specialises in hands-on LAN, WAN and VPN development, application serving, Internet connectivity and security, email and messaging systems, thin client technologies and Microsoft server solutions. Rather than focusing on "box shifting" hardware and software solutions, we have always focused on

being able to physically and logically implement the solutions that we propose.

Control Key is a WatchGuard Expert partner which is the highest level of accreditation available from WatchGuard. It is awarded to partners who demonstrate the highest level of technical and sales skill across the WatchGuard range.



For more information on Control Key Ltd or the solutions it provides please visit www.controlkey.co.uk or call 0844 568 9950

Control Key Limited
18 Blackburn Technology Management Centre
Challenge Way, Blackburn, Lancashire BB1 5QB
☎ 0844 568 9950 ✉ enquiries@controlkey.co.uk
www.controlkey.co.uk

All trademarks and logos are the property of their respective owners. All rights reserved. E&OE



