

case study

advanced layers of security for busy organizations based across different locations and timezones



Santos Dumont ensures unquestionable business integrity with upgraded security measures and protection of data storage with safe access for users who are traveling.

About Santos Dumont

Santos Dumont is a Dublin based aviation company which has deep technical and commercial aviation knowledge and experience. As a company, Santos Dumont liaise seamlessly between airlines, lessors, investors and financial institutions, which gives them a unique perspective to provide unparalleled business support. For nearly fifteen years, Santos Dumont have had consultants in the UK, Europe, Canada, Russia, China, Latin America, Africa and Asia that have supported the Dublin team and clients on project time-lines.

The Requirements

Santos Dumont are a busy organization whose users are based across different locations and timezones.

Santos Dumont
Innovation in Aviation

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The main requirements of the support was a dynamic, responsive service and persistent follow-up for those users who were traveling. As

far as infrastructure was concerned, IT Security and data storage were the focus areas for the business going forward.

“It is vital for Santos Dumont to have reliable IT support and effective IT systems in order to maintain productivity and to stay competitive”, said Elena Bronshtein, Office Administrator, Santos Dumont.

“Data storage and security have always been a top priority; as an organization we need a support team

that will manage and monitor all our company’s data effectively and ensure our computer systems are protected from viruses and other potential threats.”

The solution

To meet these requirements Santos Dumont were set up on supportIT’s fully managed support service; an unlimited support contract that includes all remote and on-site support, guaranteed response times, ongoing consultancy & managed security. All third-party products were taken over to ensure continuity of service,



including data backups; which were of particular importance to Santos Dumont because the data included service records, aircraft manuals and machine photography. End-point monitoring and management was also put in place to mitigate against downtime and to ensure systems were performing at optimum levels. To further enhance security and data protection, supportIT did a full security Audit using ISO27001 principles. The internal/external network was tested for vulnerabilities. supportIT spoke to users to get a sense of what kind of data is held, where it is stored and how it is accessed. Group Policy parameters and communications equipment were also audited to ensure a high level of protection from vulnerabilities and human error. The result of this

is that Santos Dumont has rolled out additional security infrastructure across the organization by improving the SonicWall firewall alert management; introduced fully monitored and managed cloud-backups, award-winning Webroot Antivirus, two-factor authentication for email, strong group policy parameters and encryption on all laptops. All best practice in terms of security and GRPR compliance.

“With supportIT, we are getting quick, professional and efficient support across multiple channels; telephone, email, online and onsite support. They are focused on customer

satisfaction, which I think is a great way to understand customer behavior. Their support is essential for our business,” added Elena.

The result

Feedback from Santos Dumont has been extremely positive to date; users are happy with the supportIT service, SLA’s are consistently met and the organization has maintained up-time throughout the year; all of which saves times, money and resources. Santos Dumont have also engaged very well with supportIT’s advise and security consultancy from the very start,

which has enabled the team to put best practice solutions in place for user productivity, enhanced security and peace of mind.

“To support their clients, Santos Dumont have created a very extensive knowledge base of data and take a very serious approach to the protection and integrity of that data. We have worked very carefully to ensure that the systems in place protect the data to maintain that integrity,” concluded Joe McGivern, supportIT CEO.



questions?

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Streamlining your IT support to achieve maximum productivity and efficiency

Identifying and mitigating against security risks to protect your business and ensure compliance

Upgrading your infrastructure to meet changes in your business

Giving advice and guidance in the future, planning for your IT infrastructure and business growth

Identifying new technologies that can deliver benefits and cost savings

Meeting customer and regulatory requirements of ISO9001:2015 international quality management agreement system



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SOF 01C Case Study Template - Issue Date 01/02/2019 – Revision 1

