

# Infosec is everybody's business

Building a company culture around cybersecurity



**Customer name**  
M247

**Industry**  
Cloud Service Provider

**Location**  
Manchester

**Number of employees**  
201-500

## The situation

Despite the opportunities that come along with M&As, they present many challenges as well, one of which is the combination of corporate cultures and approach to information security. M247 has undergone a number of M&As in recent years, and they lacked a clear directive when it came to cybersecurity. They had to translate the complex issue of InfoSec into a language that employees could understand. Everyone agreed that it was time to take charge of InfoSec, but there was no consensus on how to do so.

## Where they started from

Even though the landscape across departments was radically different M247 relied on Cisco for everything as from networking (Cisco Meraki and Aironet Access Points, Cisco Nexus and Catalyst switches) to security (Identity Service Engine).



### The challenges

- **Many legacy processes and businesses** in place led to inconsistent security practices
- They **lacked a unified approach** to InfoSec tools and methods
- Convincing all employees that **they're part of the cybersecurity solution** was a big task for their small team



### Cisco Duo to the Rescue

Reasons M247 chose Cisco Duo:

- Cisco Duo offers **reliable security with an elegant interface and minimal administration**
- **User-centric solution** integrates with existing tools, and automatically provisions new accounts
- Duo is **mostly hands-off**, with interactive online help
- **Easy to scale**



### The impact

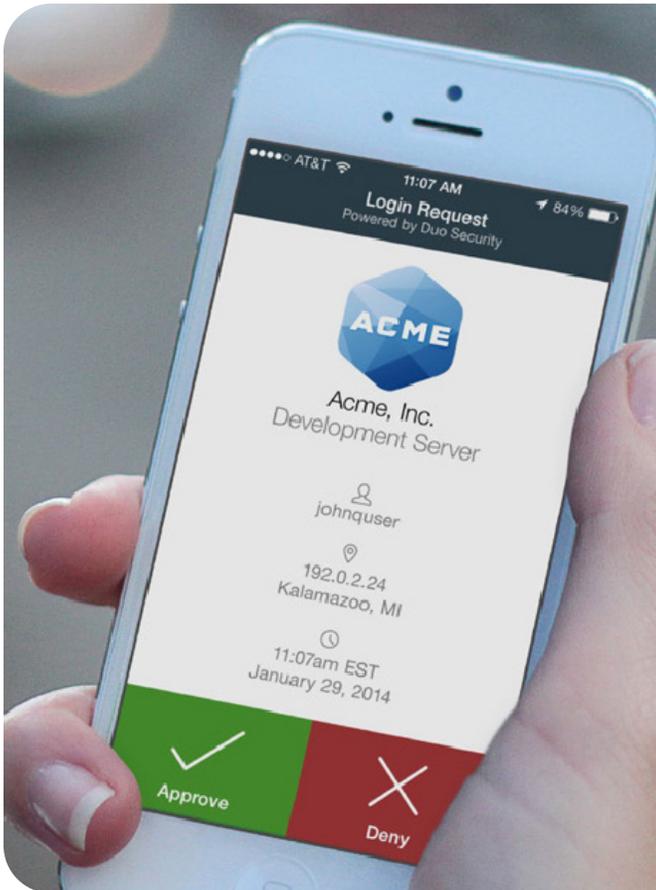
- Duo's simplicity and automation has **increased adoption** – without the need to hound colleagues
- IT team has been freed to **focus on protecting their international WAN**
- **The development of new security products and protocols** can be passed on to their customers

M247 realized that the best use of their budget in the shortest time was identity and access management. They brought all people and processes into alignment from the top down and were able to strike hard and fast. By using a familiar solution like Duo, they were able to make everyone in their company a security partner, and by fostering a culture of security, they're less likely to be compromised from within.

**“Duo was the only solution that checked off all the boxes on our list. It is a robust two-factor authentication (2FA) tool that offers reliable security, needs minimal administration, and has an elegant interface. It is the ultimate user-centric, zero-trust solution.”**

**Gary Myers**

Information Security Manager at M247



“My help desk manager is constantly swamped with calls and my other staffer is an apprentice, which leaves me to do most of the configuration work. Duo simplifies that aspect of my job and frees me to focus on higher-level concerns.”

**Gary Myers**

Information Security Manager at M247

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