

UBT
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neuways

IT Strategy, Security & Support

Greenbank®

Case Study

Greenbank Recycling Solutions Ltd, based in Middlesbrough, has enjoyed a decade-long business relationship with Neuways. As a specialist supplier and installation expert in the recycling sector, Greenbank relies on a flexible, agile business model to process orders and manage stock.

Following a series of recommendations, Greenbank sought the expertise of Neuways for their managed IT service.

Proactive Managed Security

Neuways' proactive approach to cyber security is what initially attracted Greenbank.

Focusing on securing and supporting their flexible business systems, Neuways assisted Greenbank with a move to Office 365. Immediately following this, Neuways implemented an Office 365 backup strategy. This ensured that Greenbank could maintain its data integrity in the event of any disaster.

Prevention is superior to cure, so Neuways sought to construct a robust security perimeter, ensuring that key attack vectors remain protected against.

90% of cyber attacks begin with a phishing email, so a significant part of the preventative security measures Neuways has introduced to Greenbank include email security.

Greenbank is now protected against some of the most sophisticated attacks thanks to their upgraded email security solution. It even teaches staff how to spot phishing emails whilst they work, making phishing awareness a key part of the working day.



Neuways also installed a next-generation firewall, securing Greenbank's corporate network with a robust network security perimeter. Offering forensic-level scrutiny of both inbound and outbound data traffic, Greenbank benefits from maximum threat visibility and straight-forward quarantining of the most dangerous cyber threats.

And as Greenbank's strategic technology partner, Neuways experts deliver regular news and security updates to Greenbank staff to keep them aware of the threat landscape.

“

Neuways is an excellent service provider. They come highly recommended. I would also like to point up the excellent and honest service given to me by my account manager, Ash Lawson.”

Steven Evershed, Director

Flexibility & Depth of Expertise

On top of their cutting-edge cyber security solutions, Neuways also manages Greenbank's entire IT infrastructure. This even includes full patching of software, including liaising with 3rd party partners to ensure that all technology is up to date.

Patching is crucial. Not just to ensure that software works as its meant to, but also to ensure that all programmes are protected against the latest cyber security exploits.

And whilst prevention is preferable to remediation, Neuways has been praised by Greenbank for their experience with handling complex technical issues, rapid response times, and a 100% SLA score.

Focusing on the experience within the team, Director of Greenbank Steven Evershed praised the Neuways technical team for their ongoing work:



If one of their team is unable to sort a problem it is very quickly passed on to another person. Their IT Knowledge is very comprehensive, and always comes in helpful when discussing requirements."

Steven Evershed, Director

This depth of knowledge is down to the rigorous training and numerous certifications undertaken by the Neuways service desk.

For example, many Neuways technicians are recognised by Microsoft for their depth of knowledge with Microsoft solutions, meaning that they are among the most experienced individuals in the MSP industry.

If a customer has a problem, the Neuways service desk has a solution, such is the diversity of experience within the Neuways technical team.

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