

## Case study: Concern Worldwide

# CONCERN worldwide

SEP2 have been providing and managing Check Point firewalls for Concern Worldwide for the past eighteen months. This case study explores the origins of this relationship, what pushed the charity to change from their previous provider, and how working with SEP2 has made a world of difference to their experience.

Concern Worldwide are an international humanitarian organisation that strives for a world free from poverty, fear and oppression. They implement a range of programmes, designed to address the specific causes of extreme poverty in communities across 25 countries.



Concern Worldwide have been a Check Point customer for five and a half years, with approximately 70 Check Point security gateways across their head offices in Dublin and worldwide.

Concern didn't start their Check Point journey with SEP2 but with another provider. They found their experience didn't match expectations, especially regarding ongoing support. The charity sometimes had to wait a long time for answers to their queries and they were often referred to the Check Point Technical Assistance Center (TAC) which further prolonged the resolution time. As Damian Tracy, IT Operations Manager at Concern says:

"We believed that we had a solid product in Check Point, so when the support contract came up for renewal, we knew we had to look at our options."

### Finding SEP2

SEP2 were recommended to Concern Worldwide by Check Point as one of their most accredited and technically accomplished partners in the UK. Damian says that the knowledge of the SEP2 team was apparent from the start.

"During the evaluation process it was clear to me that SEP2 were the strongest candidate from a technical standpoint. During our first meeting, their ability to give immediate solutions to ongoing issues we were experiencing at the time was a breath of fresh air."

Damian Tracy, IT Operations Manager





SEP2's high level of accreditation – being an Elite partner, a Certified Collaborative Support Partner (CCSP), CloudGuard Partner, Certified Professional Services Partner, Maestro Partner and Harmony Endpoint Partner – was a crucial factor in Concern's decision but wasn't the only one. As Damian says, "You can have all the badges in the world, but what mattered most to us was to see that knowledge of the product. SEP2 showed that from the get-go."

### **Working with SEP2**

Concern Worldwide say that their experience with SEP2 has been painless and highly positive. Oliver Brady, Network Sys Admin at Concern is the main point of contact with the SEP2 team and reports that they have "been really willing to help us anytime we have any issues, even at slightly unusual hours of the day they've been happy to help."

A positive point that kept cropping up was how proactive the SEP2 team is in their support, not waiting until there are issues before reaching out. This is part of a wider culture at SEP2 of keeping the customer informed, something that not all Security Providers necessarily do.



In Oliver's words, "the logic is that knowledge is power, and other Security Providers don't necessarily empower you as the customer." In contrast, SEP2 shares their insights, keeping Oliver informed and allowing him to increase his own knowledge of the security gateways.

This has led to a great working relationship – as Oliver says, "you could say we've built up a rapport, and even a bit of banter." Damian echoes this positive sentiment saying, "Their technical skills are unquestionable, their response is always prompt and courteous, their communication is always clear, and they give us excellent value for money. They have truly changed our experience with our Firewall support."

### Looking to the future

Concern Worldwide will be continuing with SEP2 as their chosen partner for Check Point.

"There's no doubt that the difference that SEP2 have made," Damian summarises. "Long may our relationship with SEP2 last!"

**Ready to optimise your Check Point firewall support? Speak to your account manager or get in touch at [info@sep2.co.uk](mailto:info@sep2.co.uk).**

