

KCOM Mitigates Security Risk and Adheres to GDPR



CHALLENGE

The proportionately lean IT team at KCOM struggled to keep up with the demands of a rapidly-growing, geographically dispersed company that was often working off the corporate network. They needed a solution to help them:

- Manage and secure a largely remote workforce in both a meaningful and time-efficient way
- Protect the Personally Identifiable Information (PII) of KCOM and their clients
- Maintain compliance with GDPR and other data privacy regulations

Self-healing technology for endpoint applications keeps professional services firm secure and compliant.

SOLUTION

KCOM saw the immediate benefits of Absolute's Application Persistence. The self-healing technology could make their VPN agent resilient on all their endpoints and help them remain in a position to remotely manage any endpoint and fix it if it has an issue.

When it comes to responding to incidents, KCOM has a security event triggered automatically every time an endpoint is stolen, lost or misplaced. "If we can't see it, there's a risk to it," said Steve Williams, Manager, IT



BACKGROUND

UK-based systems integrator, KCOM is a leader in IT and communications architecture and service management. Listed on the London stock exchange, the firm employs over 2,000 people across nine different office locations and manages various remote work scenarios.

RESULTS



Persistent
Endpoint Security



GDPR Compliance
Achieved



Increased
Operational Efficiency

INDUSTRY

PROFESSIONAL
SERVICES

PLATFORM





"From a GDPR perspective, we can confidently say that no sensitive information is compromised or accessed, and all records and data on any PC are completely safe, no matter what."

STEVE WILLIAMS,
MANAGER, IT OPERATIONS, KCOM

Operations. "The first step is remotely locking a device by using Absolute so nobody can get access to it."

The team is now also confident that KCOM's data is secure at all times. "The safety of our information is very important, especially from a GDPR perspective. With Absolute, we can confidently say that no sensitive information is compromised or accessed, and all records and data on any PC are completely safe, no matter what," he explained.

RESULTS

Reliance on Absolute gives KCOM uncompromised visibility and control over all of their endpoints, regardless of location. IT is now able to remotely manage their devices more efficiently, protect their data, and maintain GDPR compliance with confidence.

KCOM can see the big picture by integrating information from different tools in one console. Additionally, the automated processes free up IT for other mission-critical tasks. The team is able to trigger a security event when a device is lost or stolen, and ultimately respond to threats more effectively and efficiently.

"The key thing that Absolute gives us is the confidence to know and prove that no data was lost, even if a device is in unauthorized hands," Williams said. "We are able to tell the complete story of what has happened to the machine, guarantee that encryption was always on throughout the entire process and, later, confirm that the disk has been securely and remotely wiped, so there is absolutely no way anyone could have access to it."

For more information about Absolute solutions please visit:
absolute.com/gdpr

ABOUT ABSOLUTE

Absolute empowers more than 12,000 customers worldwide to protect devices, data, applications, and users against theft or attack – both on and off the corporate network. With the industry's only tamper-proof endpoint visibility and control solution, Absolute allows IT organizations to enforce asset intelligence, automated agent remediation, and data compliance for today's remote digital workforces. Absolute's patented Persistence® technology is embedded in the firmware of Dell, HP, Lenovo, and other leading manufacturers' devices for vendor-agnostic coverage, tamper-proof resilience, and ease of deployment. See how it works at absolute.com and follow us at [@absolutecorp](https://twitter.com/absolutecorp).



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