1-Fix
Partnership Case Study

How 1-Fix were able to improve clients' cyber resilience through their partnership with DigitalXRAID

The Partnership

1-Fix is a trusted managed service provider (MSP) specialising in delivering reliable IT support, IT consultancy, business continuity and cyber security services to businesses across the UK. The team is passionate about simplifying technology and ensuring that every solution they provide is secure, scalable, and tailored to their clients' needs.

As a fully managed IT service provider, 1-Fix is always looking to improve the security posture of thier clients as part of the expert technical consultancy that they offer. To be able to offer their clients the highest level of expertise, 1-Fix wanted to partner with a cyber security specialist firm that could offer a wide range of services to suit clients' needs.

Having investigated the market, 1-Fix chose DigitalXRAID as their partner of choice. Due to the preferential margins and partner friendly approach, DigitalXRAID stood out to the 1-Fix team as aligned with their own core values.

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DigitalXRAID also focuses on working with partners that share the same values, particularly around the primary Customer First value, and ensuring that the bad guys don't win. 1-Fix stood out as a partner of choice due to their commitment to the cyber resilience of their clients, and the fact the whole team is dedicated to putting their clients' needs first.

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"We needed a partner who could deliver strong, reliable testing and strategic insight with clear, actionable reporting. DigitalXRAID stood out not only for their technical capabilities but also for their ability to communicate findings in a way that's accessible to both technical and non-technical stakeholders, which is one of our core values of no geek-speak.

We chose to partner with DigitalXRAID because of their reputation for technical excellence, their proactive approach to cyber security, and the genuine care they show for their clients. From the outset, the team has impressed us with their responsiveness, clarity, and friendliness which are qualities that are often hard to find in such a technical field.

Their account management has been consistently strong, with regular check-ins and a clear understanding of our needs and priorities. This partnership has given us the confidence to position this with more clients, growing our project revenue and more importantly increasing our client's cyber-resilience."

Craig Atkins, Managing Director, 1-Fix

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The Results

Since partnering with DigitalXRAID, 1-Fix can now offer clients industry leading cyber security services in order to reduce risk and better protect their businesses. In DigitalXRAID they have a partner that works as an extension of the team and can offer expert advice alongside their own consultancy.

Together, 1-Fix and DigitalXRAID now offer comprehensive IT and cyber security services to all clients, providing end-to-end protection across client infrastructures.

As a result of the partnership with DigitalXRAID, 1-Fix have been able to deliver a program of repeated cyber security services for a client including regular vulnerability checks, incident response plan review and amendment, table-top incident response plan testing, and penetration testing service – all of which are already having a marked effect in improving their end-user client's security posture The partnership has driven a structured set of security projects for the 1-Fix team to implement, which wouldn't have previously been possible without the DigitalXRAID team's support.

Looking ahead, 1-Fix's clients will gain access to an even wider suite of cyber security solutions, including industry leading CREST and NSCS accredited Incident Response and Managed Security Operations Centre (SOC) services, in addition to the existing offensive security and compliance services.

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By combining expertise, innovation, and a shared commitment to client protection, both 1-Fix and DigitalXRAID are set to redefine the standard of cyber security services for their shared clients.

"Partnering with 1-Fix has been exceptional from the outset. Their dedication to client-focused, proactive cyber security solutions aligns perfectly with our mission at DigitalXRAID.

We've been particularly impressed with their ability to seamlessly integrate our advanced security offerings into their client strategies, significantly enhancing their clients' cyber resilience.

This partnership represents precisely the collaborative, value-driven relationships we strive to foster within our channel community."

Jason Douglas, Head of Channel, DigitalXRAID

DigitalXRAID are an award-winning managed security services provider dedicated to providing our clients with state-of-the-art cyber security solutions. We specialise in Vulnerability Management, Threat Intelligence, Information Security, PCI-DSS, Penetration Testing, Managed Security Services, Security Consultancy, and offer a fully managed Security Operations Centre (SOC) for your complete cyber security protection.

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