

Titan Data Solutions Partnership Case Study



How Titan expanded its cyber security services offering through a partnership with DigitalXRAID

The Partnership

Titan Data Solutions is a specialist distributor for server and storage solutions that power AI, High-Performance Computing, and next-generation infrastructure. Headquartered in London, UK, with subsidiaries in Sweden and United Arab Emirates, Titan Data Solutions is redefining the distributor landscape, specialising in cutting-edge server and storage solutions, and accelerating growth for its partners throughout EMEA.

With technical proficiency, a relentless commitment to innovation, and expert regional support, Titan is redefining value in the channel. In an ever-evolving digital landscape, Titan are committed to expanding the market share for vendors and accelerating the growth of its partners.

As part of their extensive service offering, Titan provides cyber security services to its extensive UK and international reseller network. DigitalXRAID was one of the first specialist cyber security partners that Titan signed for this purpose back in 2020, following research into the market for potential vendors.

Fundamentally, Titan cares about the IT security of end users. The company understood from the beginning that if end users couldn't get access to the right cyber security service solutions for their needs, at the right prices, it could make those end users significantly less secure.

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Titan's cyber security strategy prioritised the security of end customers by matching customer needs via the Titan reseller network, with the most suitable vendors, based on a constantly reviewed commercial matching process and a protective contract set. DigitalXRAID's accreditations, skills and capabilities stood out to Titan as a good fit to fulfil this need.

"The relaunch of DigitalXRAID's channel programme has been an important business accelerator for Titan and our working relationship. DigitalXRAID's pricing and services are suited to the Titan reseller network and there's a shared commitment to scaling this relationship on both sides.

Working with DigitalXRAID's dedicated team, we are now able to receive quotes more rapidly and obtain a fast response to technical questions, which is one of our key requirements to support the fast-moving Titan channel. We have also been pleased to see innovative solutions to customer problems that maximise security value within available budget, including service packages based on monthly invoicing.

Underpinning this, DigitalXRAID's unified project management and service delivery is also tuned to operate efficiently alongside Titan's diverse channel network.

We're now pleased to be building more business with DigitalXRAID as one of our trusted cyber security services vendors, and there's every sign that this trend will continue strongly."

Keith Maskell, Head of Cybersecurity Sales, Titan Data Solutions

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DigitalXRAID focuses on working with partners that share the same company values, particularly around Customer First and ensuring that the bad guys don't win. Titan Data Solutions stood out as a partner of choice due to its commitment to building trusted relationships and the focus on the cyber resilience of the end users in its network.

DigitalXRAID relaunched its partner programme in 2024, with a new dedicated team for Channel partnerships and tiered options for strategic partnership alignment. As a long-standing partner and established distributor, Titan was one of DigitalXRAID's first partners to benefit from the new Channel structure and be introduced to the improved processes that would bring mutual customers a more streamlined experience.

"DigitalXRAID's partnership with Titan Data Solutions is a prime example of what's possible when two forward-thinking organisations come together with a shared vision. From day one, Titan has shown a deep commitment to delivering real cyber security value through their Channel network, and that aligns perfectly with our mission to protect end users from evolving threats.

The evolution of our partner programme in 2024 was designed precisely for partners like Titan: strategic, proactive, and invested in long-term growth. We're proud to support their success and excited to build on this momentum as the Channel continues to mature."

Jason Douglas, Head of Channel, DigitalXRAID

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The Results

Since partnering with DigitalXRAID in the early days, Titan Data Solutions has built a mature reseller network for cyber security services, with more than sixty resellers signed up to the cyber security program in the UK and access to many hundreds more within Titan's broader UK and international network.

In DigitalXRAID, Titan has a partner that works as an extension of the team and can offer specialist advice alongside its own network and consultancy.

With the evolution of DigitalXRAID's partner programme, Titan has been able to offer more advanced and tailored solutions through its Channel.

This has moved the relationship from being predominantly based in project-based penetration testing, security reviews, and Cyber Essentials certifications, to the potential for expansion in areas such as managed SOC and multi-year service contracts.

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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.

Visit www.digitalxraid.com

Contact us:

0800 090 3734

info@digitalxraid.com