

# Steer IT Partnership Case Study



**How Steer IT offered high quality and expert led cyber security services to customers through its partnership with DigitalXRAID**

## The Partnership

Steer IT Solutions is an information technology company providing a range of IT solutions throughout Wales and the West. The company provides customers with the highest quality solutions that are designed to cause minimal inconvenience and disruption to their regular course of business, all delivered by an expertly trained and professional team.

The Steer IT team works hard to make sure that customers have confidence in the solutions and services it provides. The team has over 25 years of experience in the information technology sector, supporting a diverse client base, ranging from large healthcare organisations to restaurants and bars.

Working with critical sectors, such as healthcare, means that Steer IT are focused on protecting the sensitive data and overall security of the customers it works with. As part of this, Steer IT have partnered with cyber security service providers to be able to offer the highest level of cyber protection to customers. Cyber security solutions are now an integral part of Steer IT's service offering.

The level of support that Steer IT's previous cyber security partners had offered wasn't delivering the level of service that it needed. As part of their commitment to offering clients the highest quality of service, the team wanted to find a new partner to maintain the expertise and service levels that its customers had come to expect.

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DigitalXRAID was selected as Steer IT's partner of choice for cyber security services, due to the partner friendly support and expertise offered by the team, and the trusted relationship that had been established.

DigitalXRAID strive to work with partners that work on the same ethos, and Steer IT's focus on excellence around customer service and protection of customers stood out as a great fit for a strategic partnership.

"The DigitalXRAID team have been fantastic. The processes and service handover points have been really smooth and everything is working well.

To be able to provide high quality, expert led, and highly accredited cyber security services to customers, and the process and customer experience be a quality match for our own and our customers' expectations, makes this a successful partnership for us at Steer IT.

I look forward to working with the DigitalXRAID team to develop the partnership into new areas."

*Stuart Steer, Managing Director, Steer IT*

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## The Results

Since partnering with DigitalXRAID, Steer IT have delivered a range of Cyber Essentials Plus certifications and penetration testing services to its customers, including web app pen testing.

With streamlined project scoping, flexible scheduling, and DigitalXRAID's robust pen testing operations, Steer IT is delivering an even higher calibre of service to its customers.

Both Steer IT and DigitalXRAID are completely aligned in their mission to protect customers from evolving cyber threats, ensuring that the bad guys don't win. Together, they now offer the highest quality comprehensive IT and cyber security services, providing end-to-end protection across client infrastructures.

As a result of the partnership with DigitalXRAID, Steer IT can offer highly competitive, enterprise-grade cyber security services, without needing to expand its own operations.

Looking ahead, by combining expertise, and a shared commitment to customer service and success, both companies are set to redefine the standard of IT solutions and cyber security services for shared customers.

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“At DigitalXRAID, we’re always looking to align with partners who put their customers first, and that’s exactly what we’ve found with Steer IT.

Their customer-centric approach, technical excellence, and commitment to delivering secure outcomes made them a natural fit for partnership.

We’re proud to support Steer IT in strengthening their cyber security service portfolio and delivering best-in-class protection to their customers.

This collaboration is already delivering results, and we’re excited about what we’ll achieve together moving forward.”

*Jason Douglas, Head of Channel, DigitalXRAID*

DigitalXRAID, a Xypher company, is an award-winning managed security services provider dedicated to providing state-of-the-art cyber security solutions. We specialise in Incident Response, Threat Intelligence, Information Security, Penetration Testing, Managed Services, Security Consultancy, Cybersecurity Maturity Assessments, and offer a CREST Accredited managed Security Operations Centre (SOC) for complete cyber protection.

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