Netcure

Acco & Netcure: cost-saving investing in cybersecurity

Acco and Netcure are writing a success story together. The well-known Leuven-based publisher, printer, book store and developer of learning solutions knocked at Netcure's door two years ago. Acco can now count on an on-site Netcure engineer and 24/7 remote support for optimal cybersecurity. Together, they reviewed the infrastructure of all the branches, as well as the human firewall. "The Netcure experts have got to know us quite well, they are always nearby, and ensure pro-active security at top level. We can now do what we do best every day, without any worries," IT Project Manager Jani Geysens tells us.

acco
Learn better, grow smarter.

CHALLENGES

- Shortage of time and expertise
- Insufficient security awareness
- Need for a better infrastructure
- Cost-conscious solution

SOLUTION

- Cybersecurity awareness process
- Improvement of cybersecurity and IT infrastructure
- Monitoring and inventory tool
- Multi-factor authentication

BENEFITS

- Complete unburdening
- Targeted, pro-active improvements
- Support when problems occur
- Accessible and long-term specialised partner

CUSTOMISED SUPPORT

The Academische Coöperatieve Vennootschap (Academic Cooperative Company), Acco in short, has been a well-known name among students and lecturers for more than 60 years. Acco is a company with 250,000 owners, a network with 72 employees, an educational and scientific publisher (Acco Learn), a spin-off for companies (Acco Learn for Business), five book and office stores in Leuven, Heverlee, Antwerp, Ghent and Kortrijk, and a printing company. The company is continuously innovating in order to provide as many people as possible with access to learning materials.

An excellent IT infrastructure and security are necessary in order to deliver on this promise. Acco is counting on Netcure's expertise for this.

"When we approached Netcure two years ago, we were looking for an experienced partner who could support us in solving our challenges relating to cybersecurity. With Netcure's support, we now have all we need to be able to work in a secure manner every day."

NEARBY, APPROACHABLE AND TRUSTED

The support provided by Netcure consists of 24/7 remote and telephone support, and an engineer on site for 1 day a week. According to Jani, this combination not only guarantees that problems are tackled quickly, but also ensures proximity, approachability and short communication lines.

"We signal problems through a ticketing system, in which we already indicate priorities. Dave and Tjitsen, our contact persons at Netcure, monitor this carefully. In addition, we can also reach them by phone if we have urgent questions. Moreover, one of them is here on site every Thursday. In this way, our people can really get to know them, communication lines are very short, and trust is very high.

THE CYBERSECURITY IMPROVEMENT PROCESS: COST-SAVING INVESTING IN SECURITY

Acco and Netcure took the first steps towards better cybersecurity by improving the Wi-Fi infrastructure at the various branches of the company. They have also been working together on a cybersecurity improvement process since 2022. This runs with the support of VLAIO, which takes on up to 50% of the investment.

"In this process, we focus on the infrastructure, the awareness and the behaviour of our employees. This started off with a thorough analysis and action plan. We then improved the use of firewalls and our corresponding policy. This resulted in improved security, as well as a significant reduction in costs."

BUILDING A HUMAN FIREWALL

"Effective cybersecurity starts with strong security awareness", Jani continues. "That's why we're building our human firewall, together with Netcure. All our employees have already participated in an awareness training program, in which they look into the different types of phishing and malware, the use of passwords, and so on. These training programs are always preceded by a phishing campaign organised by Netcure. This gives us a clear view of the security awareness within our organisation."

PRO-ACTIVE CONTINUITY AND RISK CONTAINMENT

In addition, Netcure also implemented a monitoring system and inventory tool at Acco. These ensure continuity and the best possible visibility, prevention and alerting.

"The first tool enables Netcure to transmit information quickly and in a targeted manner if a disk on a particular server is becoming full or breaks down, for example. This pro-active way of working ensures the continuity of our processes. The inventory tool, on the other hand, gives us the best possible insight into the devices on our network, and the software they are using. This enables us to pro-actively prevent security risks."

A CYBER BUDDY FOR PERMANENT DIGITAL SECURITY

Together, Acco and Netcure will continue to build a secure digital working environment for the 70+ employees of the company in Leuven. They do this, among other aspects, with the help of multi-factor authentication.

"As our cyber buddy and trusted advisor, Netcure pro-actively informs us about the latest technologies. We are currently taking our first steps in multi-factor authentication, for example. The Netcure staff not only has extensive expertise in this, but they also understand that such changes sometimes entail resistance, and they deal with this in an appropriate manner.

In brief, IT and cybersecurity can be highly complex matters, but the collaboration with Netcure ensures that we can fully focus on our customers without worries, day after day."

"As our cyber buddy and trusted advisor, Netcure pro-actively informs us about the latest technologies. These can be very complex matters. But Netcure ensures that we can focus fully on our customers without having to worry, day after day."

Jani Geysens
IT-Projectmanager

View the video.

Netcure Davincilaan 1, 1930 Zaventem +32 2 712 00 80. info@netcure.be www.netcure.be