Case Study
Social Telecoms CIC

Organization Snapshot
Social Telecoms CIC
Based on Shrewsbury, United Kingdom
Manages 100+ Customers

“The devices and networks of our customers are most of the time for public access to web services, it is therefore important for us and our customers to be responsible for the content that will be visited; Comodo Dome Shield provides an easy and customizable option to assure this by helping us secure and regulate web access in these device and networks”

Kieran Everwood-Harvey
Customer Support Advisor at Social Telecoms CIC

Visit Dome Shield Website
The Challenge

Keeping Internet safe and appropriate for customers

Being a Community Interest Company serving in IT and telecommunications, Social Telecoms CIC assures its customers of sector-leading prices and services and that as an organization it will put the well-being of the communities before profit for shareholders.

This led Social Telecoms CIC to become an award-winning MSP, but the challenges with the ever-growing demands of Internet were not easy to overcome. With businesses and individuals becoming more exposed to malicious software, data breaches and online threats of all sorts every day, security has become a must for Social Telecoms CIC while web-filtering was also a pressing matter for appropriate Internet experience. Moreover, traditional on-premise solutions were unable to meet these needs, making the issue even more challenging.

The challenge started with but was not limited to security and appropriate web-access. The experience should have been transparent and fast, as well as being safe and appropriate. The question then was this: How, as an MSP, do you keep the Internet experience safe, appropriate, transparent and fast, all at the same time, for your users and customers?
The Solution

Scalable and extendable protection at DNS-layer

With this question in mind, Social Telecoms began its quest of finding a solution that will meet these needs with a sector-leading price and service, just like they do. Their search ended when they met Comodo Dome Shield!

As a cloud-delivered solution that blocks malicious activity at the DNS layer before any sorts of malware or ransomware can find its way into your network or endpoint and that seamlessly scales according to the needs of your customers and their networks, Comodo Dome Shield is the ultimate solution for safe and fast Internet! Boasting more than 80 content categories and more than 20+ security categories, Dome Shield allows customizable web-access policies to provide a safe and appropriate web-surfing that is fully visible; all without any disruption or latency.

“We have managing security and IT services for more than 500 locations across the country and Dome Shield helps us secure these places while regulating web-access as well” says Kieran Everwood-Harvey, Customer Support Advisor at Social Telecoms CIC, who work as a member of a team of support staff that manages security and IT services both for our business and individual customers. “We have a default policy that we recommend to our customers, but we do offer them the option to customize their user experience and can easily configure separate rules if they would like so. Dome Shield makes it all possible, we like it!”
Why Should You Join Social Telecoms CIC Relying on Dome Shield?

Comodo Dome Shield brings a level of reliable security and management ease to MSPs seeking to provide industry leading protection and security services to a broad range of customers.

MSPs will find Dome Shield's centralized web portal easy to use making provisioning customer networks a snap, while incorporating full management. Dome Shield offers numerous other capabilities as well, such as off-network and guest wi-fi protection, mobile device coverage and customizable block page experience, all to further the protection and web-access control capabilities according to the needs and preferences of customers.

Manage customers

As an MSP, you can manage security services for your customers from a web-based, centralized portal, to protect them against advanced threats and to provide them with the company web-access policy they would like for their own company. You can also monitor the networks of these companies and provide them with exported reports when asked.

Set up your customer’s security remotely and easily

You don't even have to leave your seat to set up Dome Shield to protect your customer's network and devices. Just have your customer's DNS pointing to global Dome Shield resolvers and you are good to go.
Help Your Customers boost workplace productivity

You can help your customers maximize workplace productivity by diminishing all the threats that may disturb or even disrupt their employees, providing access to relevant websites, knowing that Dome Shield will not cause any additional latency or performance issues in their networks.

Custom Block Page

You can create customized block pages with each company brand or logo and with the messages they would like their users to see, to provide company-specific user experience for all the companies you manage security service for.

Protect your company’s and clients’ data

Dome Shield will help you block malware, botnet and phishing threats, along with other advanced threats before they can exploit any data from your customers’ networks.

Reduce cost

Reduce your costs to minimum with Dome Shield by relying on the advanced threat protection and web-filtering features it provides you with, without any hardware to install or any software to maintain.

Cover all needs of your customers

You can cover all needs of your customers with the features below:
• Multi-tenant portal for easy and quick management
• Advanced Threat Protection
• Web-Filtering
• Centralized configuration for decentralized locations
• Internal IP/Subnet based policy enforcement and visibility
• Roaming Agent to protect laptops off-network
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