

## CASE STUDY

# Enhanced IT

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*Enhanced IT, a UK-based MSP expanding its cybersecurity and compliance offerings, chose CYRISMA because of how easy it was to build an API integration with the platform. This enabled the Enhanced team to offer a fully white-labelled solution that presented data from CYRISMA's scans and other tools. With CYRISMA, Enhanced could also simplify CE Plus and ISO 27001 assessments and get clients audit-ready quickly.*



**Location** – Poole, Dorset, UK

**Founded** – 1994

**Industry** – IT Services

**Business** – Managed IT Service Provider

Enhanced IT, an MSP based in Dorset, UK, has 30 years of experience providing IT support and services to organizations nationwide. The Enhanced team works closely with clients to understand their objectives, network, and preferred working methods, and provides solutions tailored to individual business needs.

We spoke to Jonathan McHarg, Head of Managed Services at Enhanced, to understand his team's experience with CYRISMA and how they are using the platform to drive growth.

## THE CHALLENGE

The Enhanced team's adoption of the CYRISMA Platform was part of a strategic decision to transition from being a traditional MSP to a Managed Security Services Provider (MSSP).

This was driven by multiple factors. The company had a number of customers in the Defence sector who needed effective cybersecurity solutions. Some other customers had experienced security breaches in the past and wanted to be in a position to prevent that.

The leadership at Enhanced saw this both as a way of meeting customer needs and adding a new revenue stream to the business. They wanted to create a managed security service that they could provide as an additional service layer to their existing customers and also differentiate themselves from competitors.

## THE SOLUTION

To deliver their planned MSSP service, Enhanced wanted to create a white-labelled solution that they could brand as their own and build their own portals and dashboards for. This would need some clever integration with a vulnerability management platform (among others) which CYRISMA enabled.

### Ease of Building an API Integration

McHarg's team evaluated three or four solutions, and CYRISMA was by far the most helpful when it came to building API integrations and exposing the vulnerability and risk data that the team needed. This meant that they could use the solution exactly as they wanted, and present a single-pane-of-glass view to customers with insights and progress statistics from CYRISMA and other tools.

Today, Enhanced IT's standard security solution includes CYRISMA by default. Apart from offering the security package as an additional service to their existing customers, Mcharg's team recommends the security component to all prospects looking for a fully managed service.

### Changing Attitudes to Managed Security

While in the past, organizations had some hesitation in adopting a paid security

solution unless they'd experienced a breach, Mcharg says this is changing now.

*"In recent weeks, I think we've gained five new customers and four of them immediately took the managed security platform as part of their initial delivery. We're starting to see that cybersecurity is actually a driver to why people are coming to us, which is a big change. Security is becoming a core demand rather than an additional layer."*

**Jonathan Mcharg,**  
**Head of Managed Services, Enhanced IT**

This change is fuelled by increasingly stringent compliance requirements and the need to minimize the risk of a breach. As more organizations become aware of the serious repercussions of data breaches and non-compliance, they are turning to MSSPs like Enhanced to keep them protected.

Enhanced now offers three tiers of security services—Basic, Standard, and Advanced—with 95% of customers opting for the Standard package. This tier includes CYRISMA's vulnerability and risk management, alongside EDR, Microsoft Secure Score, and email security, resonating particularly in the Defence, Manufacturing, Finance, and Legal sectors.

## Cyber Essentials and ISO/IEC 27001

CYRISMA is also key to getting Enhanced IT's customers audit-ready.

*"When customers ask us about the Cyber Essentials or ISO 27001, CYRISMA becomes part of that conversation immediately. We make it part of the service, so if they'd like us to run their CE Plus certification, they will need CYRISMA on their systems."*

**Jonathan McHarg,**  
*Head of Managed Services, Enhanced IT*

McHarg likes the fact that he and his team can use CYRISMA before they book an auditor to do an actual audit. That way, by the time the auditor gets there, their client is 99% ready. Prior to using CYRISMA, they were spending up to four days with expensive consultants doing assessments to get clients audit-ready.

"It's sped up the process for us and the amount of investment that we need to put into it has greatly reduced. CYRISMA helps us continuously maintain this rather than it being a once-a-year check," he says.

## Building a True Partnership

From a support perspective, McHarg feels that when working with CYRISMA, they

have the confidence that their issues will be heard & addressed quickly. "This is really important to us because we think of it as a true partnership, not just a vendor purchasing relationship."

The Enhanced team has seen significant growth after adding managed security to their service offerings, and will continue to leverage CYRISMA as they extend services to more customers in the coming year.

## About CYRISMA

CYRISMA is an all-in-one, cloud-hosted cyber risk management and compliance platform. It was created with the vision of reducing cybersecurity complexity and making high-quality security technology accessible to all organizations.

## Platform capabilities include:

- Vulnerability and Patch Management
- Sensitive Data Discovery
- Secure Baseline Scanning
- Compliance Assessment
- Dark Web Monitoring
- Cyber Risk Monetization

To learn more, visit [www.cyrisma.com](http://www.cyrisma.com)

