



Serveline



CASE STUDY

Cyber security that opened the door to aerospace

How Serveline helped Tooling 2000 achieve Cyber Essentials Plus and build a managed IT foundation



MANAGED IT • MICROSOFT 365 • CYBER ESSENTIALS PLUS

Tooling 2000 needed control of IT and security

The Birmingham manufacturer wanted Cyber Essentials Plus, but had no managed IT support and no central ownership of cloud services or security policies.

NO MANAGED IT

Staff handled day-to-day issues internally while the business lacked consistent oversight of devices, cloud services and security.

01

Support

Give staff a reliable place to take IT issues and remove the burden from internal teams.

02

Control

Create central management for users, devices, cloud services and security settings.

03

Certification

Build the technical and policy foundations needed for Cyber Essentials and CE Plus.

Cyber Essentials Plus was a business requirement, not a standalone compliance exercise.

A stronger IT foundation, built around certification

GENERAL IT IMPROVEMENTS

01

Managed IT support

Staff gained responsive support and central management of users, devices and settings.

02

Microsoft 365 and backup

Email and security moved to Microsoft 365, with backup tools added to protect business data.

03

Network improvements

Serveline upgraded the parts of the network needed to align with Cyber Essentials controls.

THE CYBER ESSENTIALS PROCESS

Cyber Essentials first, followed by CE Plus

Serveline treated certification as part of the wider IT improvement programme, rather than a separate exercise.

01

Build the Cyber Essentials foundation

Central management, Microsoft 365 security, backup and network changes created the controls needed to achieve Cyber Essentials.

02

Progress to Cyber Essentials Plus

Serveline guided Tooling 2000 through the CE Plus process, helping the business demonstrate that its security controls worked across the environment.

03

Maintain certification and improve the platform

Successful renewals over the past two years sit alongside Business Premium optimisation, roadmap planning and suitable hardware procurement.

A secure, supported platform for aerospace growth

Tooling 2000 gained the certification it needed and an ongoing IT partnership that keeps staff focused on the business.

Cyber Essentials and CE Plus achieved

The business passed both certifications and has renewed them successfully over the past two years.

AS9100 became achievable

Cyber Essentials Plus enabled the manufacturer to attain the aerospace certification that was crucial to the business.

IT issues moved away from internal staff

Employees now use Serveline's outsourced support instead of absorbing day-to-day IT problems inside the business.

Ongoing improvement replaced one-off fixes

Business Premium optimisation, roadmap planning and appropriate hardware procurement support the next stage of growth.