

# GLOBAL SECURITY DELIVERED SEAMLESSLY

## CASE STUDY

## CAPITA

### CAPITA

INDUSTRY: PROFESSIONAL  
SERVICES

LOCATION: UK & IRELAND  
EMPLOYEES: 10,000

Capita are the UK's leading business process outsourcing (BPO) and professional services company. They deliver back office administration and front office customer contact services to private and public sector organisations across the UK and Ireland. Their flexible structure enables them to deliver multiple services to individual clients, and multiple services across multiple markets, highly efficiently.

### Claritas Solutions

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### The Challenge

Capita is the UK's leading provider of BPO and integrated professional support service solutions. The customer management operations of Capita partner both public and private sector clients throughout the UK, and fundamentally must have a reliable, efficient and continuous service to them. As part of its commitment in providing the highest levels of service, continued improvement in the operation is essential to ensure it differentiates itself in a highly competitive marketplace.

Capita recognised that its existing perimeter firewall solution was nearing the end of its life. Aware of the need for up to date security and the constant threat of cyber criminals, Capita turned to Claritas.

### The Claritas Solution

The team analysed Capita's network architecture, geographic locations and its requirement for an "always on" infrastructure. It was quickly realised that implementing and adhering to industry best practices such as PCI-DSS were also imperative.

Claritas evaluated the best-fit technologies to suit the needs for a dynamic, agile business that is Capita.

Claritas' experienced technical architects worked with Capita's technical and business teams to understand the commercial and operational challenges so as to design a solution across four locations that would ensure robust, scalable and highly resilient security architecture, and would provide the highest levels of service to their prestigious clients. Working with Capita's specialist technical team, Claritas selected a solution based upon the world's market leading perimeter security vendor; Check Point, as being the most appropriate from its working partners.

Once designed, the collective teams deployed the chosen strategy ensuring that minimum interruption to the 24x7 business was achieved. Meticulous project management was imperative in such a critical business, and through a collaborative approach built upon years of working closely together; and with an inherent trust, the solution was deployed to secure over 5000 staff servicing over 80 million client records globally. All of which was delivered with no interruption to the smooth running of the Capita operation.

As with any solution delivered by Claritas, the end of the project doesn't signal the end of the relationship. Claritas is always on hand to support 24 hours a day, 7 days a week, 365 days of the year: Capita and its clients are in safe knowledge they are in a secure environment.

### Benefits and Results

Throughout our partnership Claritas has worked on numerous projects for both Capita's clients and for its internal IT requirements, delivering high levels of service coupled with a meticulous understanding of technical and business requirements. This continues today, and their own clients such as O2, Google and DWP etc continue to profit from this enhanced security solution.

### Why Claritas

"I would like to thank the team at Claritas for their detailed, timely and professional approach to the deployment of Checkpoint Technology in our outsourced call centres. The installation to replace our older Checkpoint Technology across 4 high capacity locations was seamless with no disruption caused to our business whatsoever and deployed within one month from the start of the installation phase. This could only be achieved by meticulous planning by the Claritas installation team with close cooperation with Capita personnel. Our historic experience of large firewall deployments has been arduous at best however this time our expectations were exceeded"

**Roger Jones, Voice & Data Manager, Capita**

"The team at Capita are a pleasure to work with, they have an abundance of in house skills and they have always recognised the need to compliment this with the expert knowledge and security expertise of Claritas's highly trained consultants and engineers. We look forward to a continued successful working partnership with Capita for many years to come"

**Kevin Edwards, Sales Director, Claritas Solutions**

Providing transparent and truly independent IT services and solutions is at the heart of Claritas. Clear communication coupled with our desire to listen and understand client issues enables Claritas to deliver against business strategies. Through innovation, tailored solutions are created and delivered with passion in the areas of Security, Connectivity, Hosting and Application Development. All of our solutions are designed to enable clients to gain competitive advantage, reduce cost and mitigate risk.

So when you Think I.T. Think Clearly, Think Claritas.