



Adapting to New Market Conditions: Viatel's Strategic Collaboration with ArmorPoint in Response to NIS2 Regulations

Case Study

BUSINESS INITIATIVE:

Develop cybersecurity services in response to new compliance regulations

ORGANIZATION:

Viatel Technology Group



Partner Level

Platinum



Partner Since

2022



Avg win rate
for ArmorPoint
deals

53%

→ Background

Viatel Technology Group, headquartered in Dublin, Ireland, has been a pioneer in the telecommunications and IT services sector for over 26 years. With a rich history of innovation and expansion, Viatel has continuously adapted to the evolving needs of the market, focusing on providing comprehensive digital services including networking, cloud, and communications services. Their agility, speed, and commitment to excellence have made them a trusted partner for businesses across Ireland and beyond. Recognizing the evolving threat landscape and the regulatory imperatives introduced by the NIS2 directive, Viatel embarked on a strategic journey to fortify its cybersecurity offerings while maintaining its commitment to exceptional service delivery. This case study explores how Viatel's alliance with ArmorPoint enabled the company to swiftly penetrate the cybersecurity market, capitalize on regulatory changes, and reinforce its position as a leader in the digital services industry.

→ Challenge

With the advent of NIS2 regulations and the escalating sophistication of cyber threats, Viatel faced the imperative undertaking of augmenting its service portfolio to include cybersecurity offerings. The regulatory landscape mandated stringent cybersecurity policies, compelling organizations across various sectors to fortify their defenses and ensure compliance. Viatel confronted the strategic decision of either building an in-house Security Operations Center (SOC) or forming a partnership to expedite its market entry.



Viatel faced imperative undertaking of their service portfolio with cybersecurity offerings. Regulatory landscape mandated stringent policies.

Building a SOC in-house presented significant challenges, including the need for substantial investment in technology and human resources, as well as the time required to develop these complex capabilities. In the same way, opting to partner with a vendor had its own challenges, namely high entry barriers set by larger vendors, requiring substantial sales volumes for significant support and resources.

The urgency to capitalize on burgeoning demand for cybersecurity services necessitated a swift and effective response, without compromising on the quality and reliability that clients expected.

→ Solution



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As we learned more about the ArmorPoint offering, it quickly became apparent that it addressed many of the blind spots left exposed by other solutions. We realized that this was something we wanted for ourselves and for our customers.

Chief Technology Officer (CTO)
Eilish O'Connor

→ Strategic Partnership for Elevated Cybersecurity Portfolio

Viatel ultimately decided that forming a strategic partnership to provide SOC and SIEM services was the most effective route to enhance their cybersecurity portfolio. This approach aligned seamlessly with their values, allowing them to leverage external expertise and technologies to quickly enhance their cybersecurity services without the extensive time and investment required to build an internal SOC from scratch.

→ Immediate and Comprehensive Support

ArmorPoint stood out as the optimal solution to Viatel's challenges by exemplifying what a true partnership should be from the very beginning. Unlike other vendors that impose high initial thresholds for collaboration, ArmorPoint provided immediate and comprehensive support, facilitating seamless collaboration and enabling Viatel to expedite its market entry. This support extended to collaborative marketing efforts, co-funding initiatives, and exceptional flexibility in customer acquisition strategies.

→ Unrestricted Visibility and Actionable Intelligence

Viatel's implementation of ArmorPoint's security operations services was guided by a desire to achieve deep visibility and actionable intelligence across all aspects of their business operations. This included securing their people, applications, cloud environments, and network infrastructure. ArmorPoint's technology provided a 360-degree view of not only Viatel's security posture but that of their customers, enabling proactive detection and response to potential threats. The integration of ArmorPoint's services with Viatel's existing systems allowed for a seamless flow of intelligence, enhancing the overall security intelligence with the addition of human oversight.

→ Outcomes

Unrestricted Visibility and Actionable Intelligence

The collaboration with ArmorPoint has enabled Viatel to quickly go to market with an excellent cybersecurity offering, showcasing their commitment to protecting clients against sophisticated cyber threats and become compliant with new regulations. This strategic alliance leverages ArmorPoint's advanced Cybersecurity Program Management capabilities, providing Viatel's clients with top-tier, comprehensive cybersecurity protection. This move demonstrates Viatel's innovative approach to cybersecurity and solidifies their position as a leader in the digital services industry across Ireland and Europe.

Strengthened Market Position

By partnering with ArmorPoint instead of developing an in-house SOC and SIEM solution, Viatel has effectively accelerated its market response to the growing cybersecurity demands. As a result, Viatel has reinforced its reputation as a trusted provider of digital services, further enhancing its appeal to both existing and potential clients.

Improved Cyber Resilience

This collaboration tackled the issue of their customer's disparate security tools by creating a unified platform that fuses technology with expert insight. This strategic approach to cybersecurity ensures peace of mind and positions Viatel as a leading provider of sophisticated, integrated cybersecurity solutions.

Commitment to Digital Security

Viatel's alliance with ArmorPoint is a clear indication of their dedication to securing the digital landscape for their clients. By integrating ArmorPoint's sophisticated security solutions, Viatel enriches its service portfolio and affirms its commitment to delivering cutting-edge protection against cyber threats. This partnership ensures that Viatel remains at the forefront of digital security services.

→ Conclusion

As Ireland navigates the regulatory landscape introduced by the NIS2 directive, strategic partnerships emerge as a cornerstone for businesses seeking to fortify their cybersecurity defenses and ensure compliance. Viatel's alliance with ArmorPoint exemplifies the transformative power of synergy in addressing regulatory challenges and accelerating market entry. By leveraging ArmorPoint's expertise and support, Viatel not only fortified its cybersecurity offerings but also reinforced its position as a leader in the digital services industry. As organizations embark on their journey towards cybersecurity resilience, the success story of Viatel serves as a testament to the value of strategic collaborations in driving innovation, growth, and market leadership in an era of heightened cyber threats and regulatory scrutiny.

→ About Viatel Technology Group



Viatel Technology Group is a complete digital services provider. They have over 26 years' experience delivering fully managed security, networking, cloud and communications services. Their impact on customers is immense. Relieved of daily technical headaches, with applications and data optimized, companies gain the freedom to thrive and reach their maximum potential.

INDUSTRY:

IT Services & Consulting

EMPLOYEES:

300+

ADDED SERVICES:

→ Managed SOC