



## CASE STUDY

# Securing sensitive data in the Cloud

Based in Surrey, UK, Nexum Software Limited specialises in revenue and cash flow capital optimisation solutions. Working with a broad portfolio of international clients across a variety of industries, Nexum Software supports them with their billing and payment processes,

including direct debits and credit referencing, managing queries and escalations, to ensure cash flow is optimised and customer revenue leakage is reduced. Current clients include South East Water, Peugeot Citroën, Travis Perkins, First Utility and Heineken.

## THE CHALLENGE

4 years ago, the recession saw most companies cutting back on IT spend. Nexum Software quickly realised that by offering their software as a Cloud based solution, allowing clients to only pay for what they need when they need it, would be much more manageable in the challenging economic climate, as opposed to a one off, major IT investment.

For Nexum to convince their corporate clients to shift their commercially sensitive data from in-house to an external hosting company, they needed a hosting facility with a superior level of security.

Working with major international organisations with strict regulations, Nexum also needed their data centre service provider to host in the EU, comply with the Data Protection Act as well as having ISO 27001 and PCI DSS compliance.

## OUR ULTRA SECURE SOLUTION

The Bunker provides an Ultra Secure location to host Nexum's technically sophisticated software solution, integrating their clients' internal billing systems via a secure VPN, to provide real-time updates. The military grade data centre offers the ultimate in digital security, resilience and 24/7/365 availability.

The Bunker's managed hosting service houses Nexum's customers sensitive data in the UK, including direct debit details and customer account information, fully compliant with the Data Protection Act and meets stringent requirements of their international corporate customers.



**"THE BUNKER HAS REALLY HELPED US BREAK DOWN BARRIERS WITH THE LARGE CORPORATES AND HAS CONVINCED THEM TO STORE THEIR SENSITIVE DATA OUTSIDE THEIR OWN SITES. "**

— Jim Stanley,  
Managing Director, Nexum Software

## PRODUCTS & SERVICES

- Ultra Secure private Cloud with dedicated managed Infrastructure
- Managed web hosting services
- 24/7/365 dedicated technical and security experts
- Military grade secure data centre facilities

## RESULTS & BENEFITS DELIVERED

Using a secure Private Cloud solution, consistent performance is assured as there is no server contention from other users and Nexum Software are confident of data and service availability. The service is backed by The Bunker's SLA, supported with a 24/7/365 service desk.

- Scalability – Nexum can scale up very quickly at incremental cost in a safe, secure, reliable way
- The Bunker's ability to offer ISO 27001 and PCI DSS compliant solutions reassures Nexum's client base and enhances their sales pitch
- All data is hosted in the UK
- Dedicated infrastructure removes security risks associated with multi-tenanted public Cloud platforms
- The Bunker's service enables Nexum's customers to experience a 30-40% reduction in internal IT spend – they no longer require additional IT expertise, to purchase extra hardware or adhere to stringent regulations.

### THEIR VERDICT

**"THE LEVEL OF SECURITY THE BUNKER OFFERS, COMBINED WITH THE RIGHT ACCREDITATIONS AND SUPERIOR HOSTING FACILITIES, HAS BEEN KEY TO ADOPTING OUR CLOUD SERVICE - WITHOUT THEM IT WOULD HAVE BEEN IMPOSSIBLE FOR NEXUM SOFTWARE TO ACHIEVE WHAT WE HAVE TODAY."**

**THEIR SERVICE REALLY ADDS VALUE TO OURS - IN FACT, THE LEVEL OF COMFORT AND TRUST IN OUR RELATIONSHIP WITH THE BUNKER IS SO HIGH, WE NEVER HAVE TO WORRY ABOUT THEM! THE BUNKER TEAM IS MADE UP OF SECURITY CONSCIOUS AND VERY THOROUGH INDIVIDUALS, A RARE BREED IN THE WORLD OF DATA CENTRES, AND WE REALLY APPRECIATE THE HONESTY AND INTEGRITY OF THE PEOPLE THERE.**

**AROUND 30-35% OF OUR EXISTING CLIENTS ARE CURRENTLY HOSTED AT THE BUNKER. WE ARE SO DELIGHTED WITH THE SERVICE THAT WE WILL BE LOOKING TO MOVE 60-65% OF OUR CLIENT BASE TO THE BUNKER IN THE NEAR FUTURE."**

–Jim Stanley,  
Managing Director, Nexum Software

## THE BUNKER PROTOCOL™

The Bunker Protocol™ is an all-encompassing methodology that secures against risk and ensures the most secure IT delivery in the UK.

The Bunker Protocol™ incorporates Physical, Human and Digital security capability and processes and wraps them with a governance and standards layer that ensures that client data and clients systems are continually secure against threats to confidentiality, integrity and availability.

## THIS IS ULTRA SECURE

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| <b>Physical</b> | Military Grade data centres  |
| <b>Human</b>    | All employees are fully background checked and our culture starts and ends with security |
| <b>Digital</b>  | We build and integrate systems in-house, Ultra Secure, from the source code up           |