

Delivering Secure-by-Design Technology for an Organisation in the Spotlight

Summary:

Client: The British Paralympic Association (BPA)

Sector: Charity

Key Technologies: Microsoft Enterprise Mobility + Security (EM+S), Office 365, SharePoint Online, OneDrive, Microsoft Azure Active Directory Premium (Identity and Access Management solution), Multi-Factor Authentication (MFA), Microsoft Intune (cloud-based enterprise mobility management tool)

IT Lab Services Provided: Solutions Implementation, Consultancy – Cyber Security and Business Performance, User Training, 24/7 Service Desk

Background:

IT Lab has been supporting the BPA's IT needs since 2010. In 2018 we were proud to become their Authorised Technology Consultancy Provider. The deeper relationship created an opportunity to review the charity's technologies and security posture.

It was a crucial time; the BPA was due to travel to Korea for the PyeongChang Paralympic Winter Games. Fancy Bears - a sophisticated cyber espionage group - was believed to pose a threat to the event. On a global platform under the media glare, it was essential the BPA operated securely and efficiently at the Games.

Project Goal:

Develop a new environment for the personnel who would be based in Korea and roll it out to the rest of the BPA after the Games. Ensure it is secure-by-design, highly available, and delivers optimal user-experiences.

“As part of a worldwide movement that leverages sporting excellence to create social change, we're driven by a relentless desire to achieve personal bests and medal-winning performances. Our success depends on triumphing off the field of play, as well as on it.

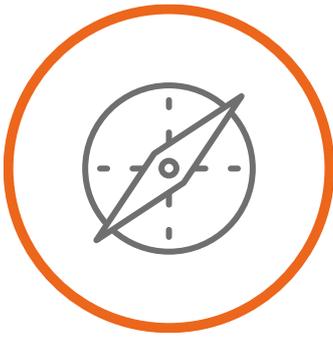
Our 'best prepared' strategy demands the best infrastructure. At short-notice, IT Lab stepped up to the plate and gave us everything our team needed in time for the Games. Like us, they aim to exceed expectations, and I'm genuinely excited by what we've achieved together and what the future holds for the partnership as we look forward to the Tokyo 2020 Paralympics.”

- Karl Reynolds, Commercial Director, The British Paralympic Association



The Client:

Formed in 1989, the BPA is the team behind the ParalympicsGB team. With an inspirational and much-admired brand, the BPA is challenging and changing the perceptions of disabled people. By celebrating Paralympians for their sporting success, it works to inspire a better world for disabled people.



Navigate:

Defining Challenges and Opportunities

The BPA's traditional infrastructure-as-a-service platform had served it well. However, the need for greater security and reliable connectivity from anywhere in the world meant the time was ripe to evolve. There was a compelling case to:

- Create a secure-by-design solution, to both repel the immediate threats in Korea and manage risk in the long-term.
- Migrate to a new EM+S platform, which would ensure no connectivity issues abroad.
- Use the opportunity to improve operational efficiencies, including building a new file/folder/user permissions structure with SharePoint Online.

“With so much change over a concentrated period, it was important the BPA's users felt supported. IT Lab personnel based themselves at the BPA's offices to reconfigure their devices and deliver workshops. The group working in Korea was given priority and enjoyed 24 hour access to IT support throughout the Games. We were delighted to optimise and secure their team's IT services for such a key event and do our bit to support the GB delegation at their most successful Paralympic Winter Games.”

- Steve Rivers, Account Manager, IT Lab

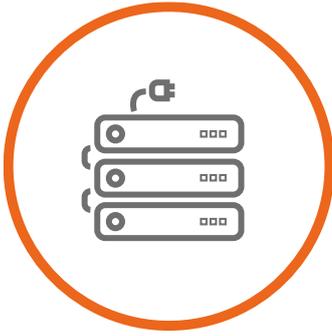


Integrate:

Delivering Infrastructure and Operations

To meet the BPA's immediate and longer-term needs, IT Lab:

- Configured Azure AD Premium and integrated it with Microsoft Intune for mobile device management.
- Configured Android and iOS Intune app protection policies to restrict access to only managed applications, together with BPA email and file data.
- Configured, deployed and secured Windows 10 images to all PCs and laptops.
- Wiped mobiles and pushed BPA and Microsoft approved software to them.
- Migrated all corporate and personal data to SharePoint and OneDrive respectively.
- Implemented a file/folder/user permissions structure.
- Implemented Multi-Factor Authentication.
- Delivered staff training.



Operate:

A Secure and Resilient Infrastructure for a Modern Environment

Today, the BPA is enjoying:

- Enhanced security and the capabilities necessary to achieve Cyber Essentials PLUS and ISO 27001.
- Frictionless user-experiences and greater operational efficiencies.
- A flexible platform which will accommodate its future needs.

A commercial partnership, initially for three years, is enabling the charity to draw on IT Lab's extensive cyber security and consultancy services as and when needed.

IT Lab is a large organisation operating across a range of IT disciplines, delivered as a single integrated service. For the BPA, attitude is just as important as expert technical ability and everyone we've dealt with over the years has been unfailingly helpful.

- Elaine Battson, Director of Finance and Corporate Services,
The British Paralympic Association

