

KEN HYGIENE SYSTEMS

Danish Medical Manufacturer
Amends Email Security Blueprint
with Heimdal®

Company Name: Ken Hygiene Systems

Industry: Medical Equipment Manufacturing

Year founded: 1941

Number of employees: 250+

Global presence: Europe

Revenue: \$45 Million

Company website: <https://ken.dk/>

Introduction

Ken Hygiene Systems A/S is an innovative company with over 75 years of experience within the development, production, sales and servicing of disinfecting washers, bedpan washers and laboratory washers as well as dishwashers for industrial kitchens.

The company has a leading position on the Scandinavian market with its own subsidiaries in Sweden and Norway. Most of production is distributed to our export markets via an extensive network of dealers. Apart from doing business with a number of European markets, Ken Hygiene Systems A/S is also engaged in a number of Middle East countries as well as overseas markets such as North America, Oceania and the Far East.

Having been a customer for several years now, Ken Hygiene Systems has granted Heimdal the customer satisfaction interview, outlining some of the main reasons why they chose Heimdal and their experience with us so far.

"In terms of business value, the Heimdal Email Security product helped us work around many challenges, and that's something you cannot put any money on or sum up it in hours or minutes."

Henrik Lynnerup, Ken Hygiene Systems IT Team Lead

What type of product or service were you using before Heimdal®?

"Before Heimdal, we were using a basic email scanning product in conjunction with a firewall service. But it was really difficult in terms of usability and maintenance. During this time, we were researching other firewall setups and also a new system to scan our incoming emails since our existing setup created many points of frustration."

On the one hand, the hardware part of our infrastructure was bound to the previous solution, which we used for email scanning and firewall. We needed something more independent."

On the other hand, the system we put in place was really difficult to manage because, at times, it completely blocked incoming emails without outlining the reason."

We could see that the emails were blocked, but we couldn't see why and, worst of all, we could not do anything about it. This hindered business operations and employee effectiveness."

We've ended up with folder filled with emails we could not do anything about. We managed to work out a system where we would have asked the sender to resend the email so that we can whitelist it."

Naturally, this back-and-forth system was very irritating and time consuming, because I had to sit and look into this almost every day to find what's causing this issue. It was a waste of time given that we have various other activities to be completing."

"We now have everything we need to scan our emails efficiently. Email Security is very easy to use. It's easy to set up. After the purchase, I received a guide on how to set it up. It took us only 15 minutes to get started."

Henrik Lynnerup, Ken Hygiene Systems IT Team Lead

Where did you hear about Heimdal® and what made you chose us as a vendor?

"We mapped out some requirements for a potential replacement based on the experience and challenges we had with our previous solution."

We needed a system which allowed us to do a lot more than email scanning because, we only have a small IT department. So, we needed as few systems as possible, obviously being capable of handling more types of tasks and workflows."

The need did not arise at that point in time, but, going forward, we also needed to rethink and reinforce our security systems. So, we drifted towards a replacement that packaged a lot more features than basic email scanning."

I was familiar with Heimdal from a previous job. They too were using Heimdal products, successfully so that was the starting point for me."

What do you like about our solution?

"Your Email Security is very easy to use. It's easy to set up. After the purchase, I received a guide from a Heimdal Danish account manager. We were sent compact instructions on how to set it up. It took us only 15 minutes to get started. And then the system was actually running, so it was very easy to set up.

It's very easy to maintain and it's user-friendly. And then I must say the support we've had from the account managers ; I've actually never seen something similar – technical-oriented, experienced, and fast response time. They had excellent knowledge of the products and were proactive in helping us continuously optimize and ensure email security. I have been very pleased with the support that we have received. "

How has our product/service impacted your KPIs and overall security at Ken Hygiene Systems?

"We have fewer issues on our hands since we've replaced our previous solution - very few emails are being rejected and we've also managed to solve the problem regarding the declined ones. Of course, we do have cases where an email gets rejected by the system, but now we can figure out the reason behind this behavior. Basically, we now have more control over what happens inside our inboxes.

We now have everything we need to scan our emails efficiently. We have not had any virus, malware or ransomware coming from emails. So, in terms of business value, we can definitely say that the department doesn't spend as much time on the email scanning system anymore and putting additional pressure on the end-users.

The new system is extremely flexible, granting both the user and IT admin more control over email communication. We believe that our employees now have a better understanding of our email system as well."

Have you used any of our support content or training resources recently? How useful have you found them?

"We didn't have to use many support materials, just a small guide to set up the system and how to use it and that was very easy. Also, we were taken aback by the account manager's in-depth technical knowledge. Mads could actually help me and explain how things are working, which is far beyond a salesperson's paygrade in most cases.

I just liked that he also knew a lot about the product he was trying to sell me. So, if you add the technical know-how to speediness of the replies from the Support team, it's really exceptional."

Do you have any overall feedback for us as a company? Would you recommend Heimdal®?

"Well, I would definitely recommend Heimdal. First of all because I think the system is easy and I came to trust it implicitly. That's more enough for me to recommend it. The pricing also makes it a done-deal, but for me it's the ease-of-use.

I get instant access to several security options within the same dashboard. I just need to hop into one system and then I see my emails, what happened, and my choices in remediation.

The PAM solution is also a game-changer for us since we are currently looking to change emailing systems and other parts of our infrastructure.

But when all this is in place, we will need to look into how we can update all of our third-party software. To my knowledge, Heimdal is also capable of providing this type of service and that will probably be the next step.

We are excited to incorporate more of Heimdal's solutions into our security suite."

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Henrik Lynnerup, Ken Hygiene Systems IT Team Lead

About Heimdal®

Founded in 2014 in Copenhagen, Denmark, Heimdal is a leading European provider of cloud-based cybersecurity solutions ranging from threat prevention, patch and asset management, and endpoint rights management, to next-gen antivirus, email security, and remote desktop.

Currently, Heimdal's cybersecurity solutions are deployed in more than 45 countries and supported regionally from offices in 15+ countries, by 175+ highly qualified specialists.

Heimdal is ISAE 3000 certified and secures more than 2 million endpoints for over 10,000 companies worldwide.



Leading the fight against cybercrime.



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