

# TRUSTED TECHNOLOGY

IT security provider chooses Dell servers for five years' reliable service



Firms that devote energy and resources to developing applications to secure their environments, can have their best efforts rendered ineffective if the hardware behind them is unreliable. Choosing proven technology with long lifecycles is crucial for effective infrastructure protection.

#### SOLUTIONS:

- DELL OEM INDUSTRY SOLUTIONS GROUP
- PREMIER CONNECT



#### CUSTOMER PROFILE

**COMPANY:** Fox-IT

**INDUSTRY:** IT Security

**COUNTRY:** Netherlands

**FOUNDED:** 1999

**EMPLOYEES:** 100

**WEBSITE:** [www.fox-it.com](http://www.fox-it.com)

#### CHALLENGE

Fox-IT wanted to optimise customer experience with reliable and long-lasting technology from a trustworthy solution provider.

#### SOLUTION

Fox-IT uses the Dell Premier Connect portal to order reliable servers that are branded with the Fox-IT logo from Dell OEM Industry Solutions Group.

#### BENEFITS

##### Go to Market Faster

- Dell Premier Connect portal provides 24-hour ordering service
- Average seven-day delivery time for new servers

##### Run Your Operations Better

- Dell hardware in service for up to five years

##### Grow Your Business Smarter

- Close collaboration between Dell and Fox-IT delivers a better service to customers



At Fox-IT, trust is fundamental. Based in the Netherlands, the company develops solutions for the protection of state secrets, digital forensic applications and security expertise, to government departments and private organisations that need the highest level of protection for their enterprises.

The company thrives on innovation and Joost Bijl, project manager at Fox-IT, is always looking for new ways to streamline the business and improve product performance. "Our clients trust us to protect their business so we must have the same confidence in the hardware we use," says Bijl.

Fox-IT has relied on Dell technology for the past five years. Today, it uses Dell™ PowerEdge™ 1950 and R200 servers with Intel® Xeon® Processors 5400 series that Dell OEM Industry Solutions Group brands with Fox-IT's logo. Fox-IT develops custom security applications on-demand, but also offers a range of pre-developed applications such as Expert Defender – a specialised firewall running the FoxBSD operating system.

#### **24-HOUR ORDERING WITH DELL PREMIER CONNECT**

Fox-IT orders its servers through Dell Premier Connect – an online portal, which is customised to the company's needs. It shows only the hardware specifications that Fox-IT uses at the prices agreed with Dell – in just a few clicks, Bijl can order servers with confidence. Bijl says: "Dell Premier Connect lets us order new servers outside normal

office hours. It allows us to work the way we want to work."

#### **SHORT DELIVERY CYCLES MINIMISE INVENTORY**

After ordering through Premier Pages, it takes, on average, just seven days for servers to reach Fox-IT. This saves the company both time and money, as Bijl explains: "Before working with Dell, we bought basic systems, which required us to keep a lot of inventory and spare parts on standby. Dell OEM Industry Solutions Group delivers built-to-order servers in just seven days, which helps us work efficiently."



**“DELL PREMIER CONNECT LETS US ORDER NEW SERVERS OUTSIDE NORMAL OFFICE HOURS. IT ALLOWS US TO WORK THE WAY WE WANT TO WORK.”**

Joost Bijl, project manager, Fox-IT

### **HOW IT WORKS**

#### **HARDWARE**

- Dell™ PowerEdge™ 1950 and R200 servers with Intel® Xeon® Processors 5400 series

#### **SERVICES**

- Dell ProSupport for End-Users
  - Next Business Day On-site Service

#### **DELL AND FOX-IT IN PARTNERSHIP**

The success of the partnership between Fox-IT and Dell is due to a close working relationship. A dedicated Dell account manager meets regularly with Bijl and his team to discuss new projects and ways to improve the relationship. Beyond this, Fox-IT takes advantage of online Dell webcasts to learn about the latest technology. Bijl says: "We enjoy a close relationship with Dell and we can have our questions answered by experts on interactive webcasts."

#### **POWEREDGE SERVERS IN SERVICE FOR UP TO FIVE YEARS**

For five years, Fox-IT has put its faith in Dell technology – a commitment that has proved rewarding. Dell servers are designed with a standard managed lifecycle of two years, but Bijl finds that they're often in service without any issues for much longer. Fox-IT protects its servers with Dell ProSupport for IT with a guaranteed Next Business Day On-Site Service, but Bijl has had found Dell's hardware particularly reliable.

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Joost Bijl, project manager, Fox-IT

When Dell recently visited Fox-IT to demonstrate its latest generation of servers he saw the same commitment to build quality. Bijl says: “We often see a five-year lifespan on our Dell servers and we can see that this reliability is a key element of Dell’s next generation of servers.”

**For more information on this case study or to read additional case studies, go to [www.dell.com/casestudies](http://www.dell.com/casestudies) and [www.dell.nl](http://www.dell.nl)**

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