



CASE STUDY

# A case study for Heathrow Express

Heathrow Express – Celebrating ten years of Managed Hosting and Cyber Security



# Introduction

Heathrow Express (HEX) is a premier train service provider that offers a fast and convenient travel route between London's Heathrow Airport and Paddington Station. A DCL client for over ten years, we provide hosting services for HEX's infrastructure on our Private Cloud, which is co-located in London.



***Digital Craftsmen's managed hosting and cyber security services have empowered Heathrow Express for over a decade, ensuring secure and scalable infrastructure.***

# The Solution

The system we designed for them provided high availability, scalability, and extreme security for HEx's systems. Additionally, we implemented a Security Operations Centre (SOC) as an added security measure.

The SOC service has a dedicated team supporting it, with different roles for the team members. These being Incident Responder, Security Investigator, Advanced Security Analyst, SOC Manager and Security Engineer/Architect. Together the team monitors HEx's infrastructure 24/7 and detects any security threats or vulnerabilities, using advanced security tools and technologies to analyse and then respond to security incidents promptly.

With the SOC in place, HEx is able to quickly identify and mitigate security threats, ensuring that its infrastructure remains secure and reliable.



## The Result

Our hosting solution has helped HEx secure its infrastructure which involves always being accessible to customers and providing a secure environment for multiple financial transactions to occur across different venues.

HEx's systems are highly available and scalable, ensuring that customers are able to book tickets and access information at all times. For over ten years, HEx and DCL have had a successful partnership, and HEx continues to rely on our team for its hosting and security needs. With our support, HEx has been able to focus on growing and innovating its core business offerings whilst always providing a seamless travel experience to its customers.

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To find out how our hosting and cyber security services will help you to grow your business.

Call or Email us on

**020 3745 7706**

**[contactacraftsman@digitalcraftsmen.com](mailto:contactacraftsman@digitalcraftsmen.com)**

Alternatively, you can visit us at

**[www.digitalcraftsmen.com](http://www.digitalcraftsmen.com)**







## About Digital Craftsmen

As hosting experts, we provide bespoke hosting and managed services to financial services firms looking to maximise performance and profitability without compromising data security. Since setting up Digital Craftsmen back in 2002, it has been our aim to bring the human touch to a service that is often offered impersonally and entirely online. That means we will go out of our way to become in effect an extension of your own in-house team, providing a service that is flexible, personal and tailored to your exact specification.



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