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Keystone Group's Partnership with Mimecast – A Journey of Growth and Security

Keystone Group is Europe's second-largest manufacturer of niche building components, playing a pivotal role in modernizing the construction industry. With a mission to streamline and automate the creation of buildings, Keystone is at the forefront of innovation in response to evolving market demands and regulatory changes. The company's commitment to progress has driven its rapid expansion, growing from seven sites and 400 users to 30 sites and 1,200 users in just a few years.

Peter Donnelly, Keystone Group's Head of IT, has been instrumental in the company's technological transformation. With over 30 years of experience in IT and engineering, Peter brings a wealth of expertise and a hands-on leadership style. His focus on teamwork, operational efficiency, and fostering a strong security culture has been key to Keystone's success.

Under Peter's leadership, Keystone's IT team has grown to 20 members, including specialists in IT, business systems, and operations. This team has been the backbone of the company's ability to scale its operations while maintaining robust security and compliance standards.

The Role of Mimecast in Keystone's Growth

Mimecast has been a trusted partner for Keystone Group for over seven years, providing essential email security and management solutions. As Peter notes, "Mimecast has been with us for as long as I've been here,

and it consistently outperforms competitors in terms of security, functionality, and customer success."

The decision to partner with Mimecast was driven by the need for a comprehensive email security solution that could scale with Keystone's rapid growth. Mimecast's ability to deliver robust protection against email threats, combined with its suite of productivity-enhancing features, has made it an indispensable part of Keystone's IT infrastructure.

Key Benefits of Mimecast for Keystone Group

Unparalleled Email Security

Mimecast's core strength lies in its ability to provide top-tier email security. Peter emphasizes, "The highest value Mimecast offers is its security—it's always been very secure and very good at protecting us. We definitely would not want to take a retrograde step in our protection by moving to another solution." This confidence in Mimecast's security capabilities has allowed Keystone to focus on its growth without worrying about email-based threats.

Comprehensive Archiving Solutions

Keystone relies heavily on Mimecast's email archiving capabilities, which allow the company to store and access emails dating back 99 years. This feature is

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particularly valuable for compliance and historical reference. As Peter explains, "We can always go back to the 'beginning of time' to find emails that we need. It's an essential tool for our business."

Enhanced Productivity and Functionality

Beyond security, Mimecast offers a range of features that enhance productivity and communication. From large file sending to advanced email management tools, Mimecast has transformed email from a basic communication tool into a strategic asset for Keystone.

Customer Success and Support

Mimecast's commitment to customer success has been a standout feature for Keystone. Peter appreciates the strong relationship with Mimecast's support team, noting, "Mimecast understands that it's easier to maintain a customer than to lose one, and it shows through their commitment to their customers. Their customer success team has been a great partner in ensuring we get the most out of their solutions."

A Strong Security Culture at Keystone

Keystone's success in maintaining a secure environment is not solely reliant on technology—it's also driven by a strong security culture. Peter describes the company's "human firewall" as a critical component of its defense strategy. Employees are vigilant and proactive in identifying potential risks, fostering a culture of trust and accountability.

While email security is a key focus, Keystone also monitors other areas of potential risk, such as unauthorized file transfers and data theft. Mimecast's solutions play a strong supporting role in this broader security strategy, providing the tools needed to investigate and address suspicious activity.

Turning Challenges into Opportunities

Mimecast is always willing to turn customer feedback into an opportunity to improve our products and services. While Mimecast has been a reliable partner, there are areas where Keystone sees room for improvement, and Mimecast has jumped at the opportunity to make those improvements. Peter's feedback highlights these challenges but also underscores the potential for Mimecast to enhance its offerings further. Peter notes that Mimecast has been willing to work with his team to ensure that its solutions best fit their needs.

For example, Keystone experienced a period of delayed email delivery, which had a temporary impact on business operations. However, Peter acknowledges that Mimecast addressed the issue quickly, ensuring reliable performance moving forward. This demonstrates Mimecast's commitment to continuous improvement and customer satisfaction.

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The Future of Keystone's Partnership with Mimecast

Looking ahead, Peter is optimistic about the future of Keystone's partnership with Mimecast. He values Mimecast's ability to adapt and innovate, ensuring its solutions remain relevant in a rapidly changing landscape. "Mimecast is very good at creating additional functionality that is quite useful," Peter says. "They understand email and provide a portfolio of services that allow us to be productive around communications. As long as Mimecast continues to deliver high-quality security and functionality, it will remain a cornerstone of Keystone's IT strategy."

Peter's trust in Mimecast is a testament to its ability to meet the evolving needs of its customers.

The Bottom Line

Keystone Group's journey with Mimecast highlights the importance of a strong partnership between IT leaders and their technology providers. Mimecast's robust security, comprehensive archiving, and commitment to customer success have enabled Keystone to scale its operations while maintaining a secure and efficient email environment.

While there are areas for improvement, such as search functionality and compliance tools, these challenges represent opportunities for Mimecast to enhance its offerings and deliver even greater value to its customers. By addressing these areas, Mimecast will further strengthen its position as a trusted partner for organizations like Keystone.

For IT leaders considering Mimecast, Peter offers this advice: "Mimecast is not just about stopping spam or malware—it's about providing a suite of services that make email management a strategic asset. If you're looking for a partner that understands email and delivers value beyond security, Mimecast is the way to go."

About Mimecast

Secure human risk with a unified platform.

Mimecast's connected human risk management platform prevents sophisticated threats that target human error. By gaining visibility into human risk across your collaboration landscape, you can protect your organization, safeguard critical data, and actively engage employees to reduce risk and enhance productivity.