

# SmartestEnergy Partners with Ontinue for “Game-Changing” Cybersecurity



SmartestEnergy provides renewable energy solutions to businesses and organizations in the UK. As the company grew, so did its need for comprehensive cybersecurity measures to protect its data and systems.

After careful consideration, SmartestEnergy sought the expertise of a managed detection and response (MDR) service to help ensure the security of its network and meet industry regulations. While searching for an MDR vendor, Ryan Bateman, Information Security Manager at SmartestEnergy, learned about Ontinue, a respected provider of managed extended detection and response (MXDR) services, with a strong track record in the industry.

## Collaboration increases efficiency

After conducting due diligence and reviewing Ontinue’s innovative services and capabilities, Ryan and the SmartestEnergy team decided to partner with them. One of the things that set Ontinue apart from other MDR services is the level of collaboration in their service delivery.

“Ontinue’s innovative approach to security and focus on automation and collaboration has not only helped us meet industry regulations and protect our data, but it has also greatly increased our efficiency and effectiveness in combating cyberthreats,” says Ryan.



## Challenges

- No dedicated cybersecurity response team
- Limited automation with the reliance on IT teams with manual processes
- Limited visibility of targeted attacks and intelligence-led decision making

## Solution

- Microsoft Teams integrated SOC dashboards as part of Ontinue ION
- A trusted partner protecting and responding 24/7
- Continuous improvement tracked, monitored, and risk assessed to stay up to date and ahead of attackers
- Industry-relevant threat intelligence to align threat hunting to likely attack scenarios

## Outcomes

- Able to meet ongoing industry regulation requirements
- Increased efficiency and effectiveness in combating cyberthreats
- Significantly improved cybersecurity posture

### About SmartestEnergy

Established in 2001, SmartestEnergy is the UK’s leading purchaser of independent generation, supplier of renewable electricity, and provider of demand response services.

Headquartered in London, the company is a wholly owned subsidiary of the Marubeni corporation.

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Ryan Bateman  
**Information Security Manager**  
SmartestEnergy

Ontinue worked closely with SmartestEnergy to understand the company’s unique needs and developed a tailored security plan to meet them. Ryan’s team greatly appreciated this level of attention and flexibility.

During the collaboration between SmartestEnergy and Ontinue, Ryan was impressed by the Cyber Defender team’s expertise and professionalism. Ontinue’s security experts have provided valuable insights and guidance, helping SmartestEnergy to stay ahead of potential threats and vulnerabilities. Ryan also highly valued the team’s quick response time and proactive approach using automation.

## Scoring points for visibility

One of the major pain points that SmartestEnergy faced before partnering with Ontinue was a lack of visibility into potential threats and vulnerabilities in their cloud and on-premise environments.

Ontinue has been able to solve this problem by providing 24/7 Managed Extended Detection and Response (MXDR) service with automated alert triage, as well as guidance on how to address any issues that may arise. This greatly increased SmartestEnergy’s Microsoft Secure Score — and gave the team peace of mind.

Now, Ryan feels the organization is better prepared to secure the company against cyberattacks or data breaches. With Ontinue’s comprehensive security measures in place and ongoing threat hunting, the team can focus on its core business without having to worry about the security of its data and systems.

## Protecting critical infrastructure

The energy sector has its own unique set of cybersecurity challenges, such as the need to meet strict industry regulations and the potential for attacks on critical infrastructure. Working with Ontinue as its MXDR service provider has helped SmartestEnergy to navigate these challenges and ensure continuous cyber maturity improvement.

“The team at Ontinue is always responsive and goes above and beyond to ensure our needs are met,” says Ryan. “We feel confident and secure knowing that Ontinue has our back when it comes to cybersecurity.”

Just as SmartestEnergy is focused on empowering its customers to make smarter energy decisions as they transition to renewable energy sources, Ryan praises the Ontinue team’s focus on helping its customers improve their cybersecurity maturity.

“We highly recommend Ontinue to other energy companies looking for an MXDR provider. The Ontinue team’s expertise, experience, and professionalism have been invaluable in helping SmartestEnergy to improve cybersecurity and meet industry regulations. We look forward to continuing our collaboration with Ontinue ION.”

**“Working with Ontinue as our MDR service has been a game-changer for our company. Their innovative approach to security and focus on automation and collaboration has not only helped us meet industry regulations and protect our data, but it has also greatly increased our efficiency and effectiveness in combating cyberthreats.”**

Ryan Bateman  
**Information Security Manager**  
SmartestEnergy



### About Ontinue ION: Nonstop SecOps

Ontinue ION is the MXDR service of choice for Microsoft security customers that want to accelerate MTTR, proactively reduce risk, and reduce costs. ION combines a cloud-native platform, AI-driven automation, and designated security and Microsoft expertise to get faster at detection and response, prevent threats, and optimize Microsoft security tools.