



Future-ready managed IT strategy

How Macbeths strengthened security, visibility, and scalability through a proactive managed service partnership



**CUSTOMER
SUCCESS STORY**



Customer challenge

Macbeths is an award-winning insurance and financial services provider with a strong reputation for professionalism, client service, and internal culture. As the business continued to grow organically and through acquisition, its technology environment needed to evolve alongside it.

While nothing was fundamentally wrong, Macbeths wanted to strengthen cybersecurity, improve visibility and reporting, modernise tools, and prepare for accreditations such as Cyber Essentials Plus. Their incumbent provider was no longer delivering the strategic guidance required to support these goals.

Macbeths proactively sought a technology partner that could help align IT with long-term growth and security objectives.

The solution

First Technology delivered a strategic, proactive managed IT service aligned to Macbeths' growth, security, and compliance ambitions.

The engagement focused on modernising the Microsoft 365 environment, deploying advanced endpoint protection with SentinelOne EDR, and introducing structured vulnerability management. Clear reporting and regular executive reviews provided improved visibility and prioritisation.

A long-term technology roadmap was created to support scalability, acquisitions, and compliance, ensuring Macbeths' IT environment remained secure, modern, and future-ready.

"When you're running a small business having a support network is so important, and knowing that the First Technology team are there to assist when needed is great, so we can focus on what we do and not the tech. At Macbeths we aren't going backwards, and First Technology are helping us look forwards."

James Bishop | Senior Manager at Macbeths

The results

- Stronger security:** Enhanced cyber posture, supporting successful Cyber Essentials Plus accreditation
- Improved visibility:** Clear reporting, risk insight, and actionable recommendations
- Operational efficiency:** Streamlined processes and reduced manual IT workload
- Better user experience:** Faster support resolution and more stable systems
- Future-ready platform:** A secure, scalable IT foundation aligned to ongoing growth and acquisitions