



# Scaling Securely: How ZILO™ Built Enterprise-Grade Resilience with Softcat and CrowdStrike

Published

## The client

ZILO™ is a London-based fintech transforming global transfer agency software for asset managers, asset servicers, and their investors. Founded in 2020 by Phil Goffin, ZILO™ delivers cloud-native, modular platforms that simplify financial operations. Their mission is to

reduce cost and complexity while enhancing efficiency, security, and adaptability across jurisdictions and asset classes. With a team of over 150 professionals, ZILO™ is pioneering digital-first solutions that bridge traditional finance and the digital future.

## Key facts

1

**Founded in London in 2020, now operating globally with 170+ staff.**

2

**Serves top-tier financial institutions including Citibank, StateStreet and Fidelity.**

3

**ISO 27001 certified and recognised as a market disruptor in transfer agency software.**

## The challenge

ZILO set out with a bold vision - to modernise the transfer agency space. Entering a sector dominated by legacy systems and risk-averse financial institutions meant proving credibility fast. Their clients - some of the world's largest banks - operate under stringent risk management standards and are unwilling to take chances. From day one, ZILO had to deliver enterprise-grade security, resilience, and compliance. When Chief Information Security Officer Nigel Dinning joined in April 2023, ZILO was gearing up to go live with its first customer. "I arrived at the right time," Nigel said. "I was fortunate to start with a blank slate and provided the opportunity to build the right infrastructure." A series of strategic decisions was required to realise the full growth potential of the business. The challenge was clear. ZILO had to build a secure, scalable infrastructure that could meet the rigorous security standards imposed by global banking institutions. "Our clients are systematically key important financial institutions," Nigel explained. "They've never outsourced

these sorts of services before in the operating model we offer. The security schedules and requirements are, reassuringly, extreme."

ZILO's internal team was in its start-up stage, but the expectations were to deliver outcomes that exceeded that of a large and established financial organisation. Without the right technology stack and support, they risked losing credibility with potential clients and investors.

Nigel added, "In this stage of our business journey it was critical to focus on developing capabilities at pace. The security of our products and services underpins the growth of the business."

Phil Goffin, ZILO Founder and CEO, was clear that he expected innovative capabilities and it was essential for ZILO's products to adhere to customers requirements within the target market sector.

## Critical success factors

Enterprise-grade security and compliance to meet or exceed banking standards.

Scalable solutions that support rapid growth and global expansion.

Strategic partnerships that deliver technical depth and operational rigour.

## The Solution

### To meet these demands, ZILO™ partnered with Softcat.

To meet these demands, ZILO partnered with Softcat. The goal was to build a comprehensive security and resilience framework into the ZILO business model and product offerings, with the CrowdStrike Falcon platform at the core. Softcat don't just advise, they operate as if part of the of the ZILO team. Product research, strategic guidance, technical expertise, and procurement support.

"What I need from Softcat is a trusted partner to help fast-track aspects of our security programme, particularly in the vendor research and selection phases. Softcat is the biggest in this space. I will give you a problem statement, you bring me the two leading solutions with rationale as to why they are the best fit for ZILO."

Softcat kicked things off with market analysis and workshops to identify the vendors and technologies. CrowdStrike was selected for endpoint protection, identity protection, and cloud workload security. "The dialogue with Softcat was natural, it was like they were part of our team," commented Nigel. He continued, "Multidisciplined, knowledgeable, and practical - we got things done quickly."

CrowdStrike Falcon Complete Next-Gen MDR gave ZILO 24/7 managed detection and response across its entire estate, every endpoint and cloud workload. Nigel explained, "Scalable security is critical. All assets we procure or develop are automatically enrolled. There is no manual process. Devices are provisioned on the fly, with complete coverage and control at all times, across every location in which we operate."

ZILO's infrastructure is fully cloud-native, it is a highly resilient and real time thanks to the event driven microservices architecture. CrowdStrike is built for modern public cloud, integration and deployment was

seamless and fast. As ZILO grew, they added CrowdStrike Falcon Next-Gen SIEM and exposure management tools. They didn't just adopt; they helped shape the tools. "We were probably outpacing the vendors in some aspects," Nigel said. "They hadn't seen anyone drive value out of their products as hard as we have." That sentiment was echoed by CrowdStrike's team. Marcos Pereyra (CrowdStrike Sales Engineer) said: "They were always suggesting new improvements to us, and we pushed those forward to our development team. ZILO were more than happy to be early adopters and are helping us shape the platform." Serenn Sanghera, EMEA Account Manager at CrowdStrike added: "We treated ZILO like an enterprise customer from the start, they had a clear security goal and maturity beyond their size. We saw them as a partner, not just a customer."

Softcat also helped ZILO negotiate favourable commercial terms, making the solution affordable during its early growth. "The level of attention from vendors is second to none, and that's because Softcat are in the room" Nigel noted.

The collaboration extended beyond procurement. Softcat facilitated executive-level engagement between ZILO and CrowdStrike, helping align long-term goals and product development. "We had a roundtable with CrowdStrike's senior team," Nigel said. "It helped us map out our roadmap and gave us confidence that we were building something future-proof."

Softcat also supported ZILO's internal workshops, helping them evaluate managed services versus in-house security operations. "We didn't just get a product," Nigel said. "We have a partner who shared the same strategic vision."

## Solution highlights

CrowdStrike Falcon Complete for 24/7 endpoint and cloud workload protection.

Next-Gen SIEM and exposure management for real-time threat detection and response.

Strategic vendor engagement and commercial negotiation by Softcat.

## The benefits

“ The response from the auditors was humbling, they commented that our implementation was one of the best they'd seen ”

Nigel Dinning  
Chief Information Security Officer

The results were transformative - ZILO achieved complete coverage across all assets and workloads. "ZILO has a range of operational security technologies, the integration of signals from CrowdStrike gives us a single pane of observability, across every asset" said Nigel.

ZILO benefited from strategic alignment with CrowdStrike too. "We share the same philosophy," Nigel said. "Resilience by design. Availability, security, recovery. We intend to set the benchmark for our sector and stay decisively ahead of the competition."

Operational efficiency has always been a strategic goal. ZILO's security team is relatively small but it effectively manages a highly scalable, secure infrastructure without needing a traditional Security Operations Centre. "Achieving 24x7 coverage across all assets with the expertise of the CrowdStrike operational team was a simple decision " Nigel said.

And they made the most of every investment. "We keep hearing from vendors that they've never seen anyone drive adoption like we have" said Nigel. "That excites me. It means we're getting the most out of every tool, every investment."

Compliance milestones were reached with ease. ZILO secured ISO 27001 and SOC 2 Type 2 certifications. "The response from the auditors was humbling, they commented that our implementation was one of the best they'd seen" Nigel recalled. "One of the reasons this was possible was because the ZILO team were able to focus on what we needed to control, simplifying the operating model meant we achieved a high-quality outcome."

The partnership also gave ZILO a platform to showcase its security maturity to prospective clients. "Our achievements are validated through industry recognised standards, independently validated. We are committed to delivering transformation with our products and services, security is foundational to that and gives our customers the confidence they need to trust ZILO with their most precious asset - their data." Nigel said. "We are executing against our vision to raise the bar, creating a step change for the industry."

Jez Bahia, Softcat Client Director commented: "It's really impressive to see the calibre of work ZILO are doing. Their technology is built for today's challenging landscape - intelligent, agile, and deeply integrated. Their team's technical depth, investment in technology & operational rigour consistently impress. Every customer that transitions to ZILO measurably reduces their risk profile. It's not just a smart move - it's a strategic one."

Tom Wheeler, Softcat Network & Security Consultant corroborated this: "ZILO leverage the skills of their high performing team to the maximum, and scale using the service layer and partnership with CrowdStrike. Their tech stack utilises new platform additions to stay ahead of threats. Customers who transition to ZILO are in safe hands and will lower their risk exposure with a platform built for the modern era of fintech"

## Benefits at a glance

Complete security coverage across global assets and workloads.

ISO 27001, and SOC 2 Type 2 certifications achieved with ease.

Scalable infrastructure enabling rapid international expansion.

## Why Softcat

"It's simple really. Softcat are aligned with the culture of our business and operate like an extension of our team. They bring high quality solutions, the right talent, and help us move at the pace we need to. We wouldn't have achieved the milestones as quickly as we have without them, their support was critical to our success. The level of engagement we've had from vendors is excellent, and that's because Softcat are in the room. Softcat have helped us maximise our investment, accelerate our resilience journey and ensured we stay ahead of client demands. In every sense, this is a first-class partnership-and I couldn't have asked for a stronger one."