# Case Study

## Providing a Customised Laptop and Nest Protect to a Bookkeeper

### The Brief

A freelance bookkeeper approached us via LinkedIn with two key challenges. They needed a new laptop with 32GB of RAM to handle resource-intensive bookkeeping software but found off-the-shelf models either overpriced or unavailable. Additionally, they wanted a robust cybersecurity solution to safeguard sensitive client financial data, particularly against ransomware attacks. With no dedicated IT support, they required a simple, cost-effective package that wouldn't add complexity to their daily work.

### What We Delivered

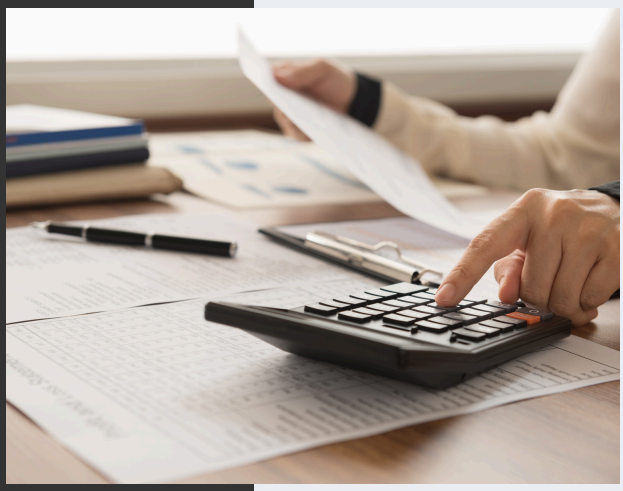
We sourced and customised a high-quality laptop tailored to their needs, upgrading the RAM to 32GB to ensure optimal performance. Alongside the hardware, we implemented our Nest Protect package, which includes:

- Heimdal Next-Gen Antivirus for advanced threat detection.
- Ransomware Encryption Protection to block unauthorised encryption attempts.
- Patch and Asset Management to keep the system up to date with critical updates automatically.

The laptop was preconfigured with the Nest Protect package, fully tested, and delivered ready to use.

### The Benefit to the Client

The customised laptop significantly improved the bookkeeper's productivity, handling large client files and multitasking without lag. The Nest Protect package gave them peace of mind, knowing their data was protected against ransomware and other cyber threats.



### Value for Money and Customer Service

To provide the best value, we customised an affordable base model laptop, upgrading only the necessary components. This approach saved the bookkeeper over 20% compared to the cost of prebuilt 32GB models.

On the service side:

- Quick turnaround: The laptop and software were delivered within a week of the initial consultation, minimising disruption to their workflow.
- Simple onboarding: We provided clear instructions for using the Nest Protect features and set up automated patching to require minimal input.
- Ongoing support: Our team remains available for any follow-up assistance or questions.

### Conclusion

By delivering a tailored, budget-friendly solution, we enabled the client to focus on their work without worrying about IT challenges or security risks. This project demonstrates how Black Swan Cyber Security Solutions provides practical and affordable services for small businesses with specific needs.

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