

# From Compliance to Competitive Advantage: Tristel's Future-Ready Security Journey

**Tristel, a global infection prevention leader, partnered with Softwerx to strengthen its cybersecurity, compliance and operational resilience across international operations. By consolidating its Microsoft security stack and implementing 24x7 MXDR monitoring, Tristel reduced risk, eased pressure on its IT team and gained real-time visibility into threats. Softwerx also supported Tristel's global expansion, helping to integrate acquisitions into its IT environment while supporting compliance with GDPR, HIPAA and ISO 27001. The partnership has created a secure, scalable foundation that enables Tristel to grow with confidence and maintain the trust of customers worldwide.**

## Standing at the forefront of infection prevention

Headquartered in the UK, Tristel is a global infection prevention company dedicated to halting the transmission of microbes across environments, objects and individuals using its proprietary chlorine dioxide (ClO<sub>2</sub>) chemistry and solutions. Its core business is the sale of its solutions to hospitals, used for the decontamination of medical devices and for the sporicidal disinfection of environmental surfaces. A growing business, Tristel's ambition is to be the global market leader and following FDA clearance of its Tristel ULT and Tristel OPH products, its largest growth opportunity is North America.

## Business critical security in a global, regulated environment

For Tristel, cybersecurity is directly tied to business continuity. The company's proprietary ClO<sub>2</sub> chemistry is the foundation of its products and commercial success, making the protection of its intellectual property business critical. Any compromise of the data underpinning this patented formula could erode Tristel's competitive advantage and damage its long-term reputation.

Operational resilience was another major concern. Critical systems supporting Tristel's production processes were hosted on on-premises infrastructure, meaning any cyber incident causing system disruption could halt manufacturing, bringing operations to a standstill and potentially resulting in significant financial and operational damage.

**Tristel™**



Ensuring compliance was also a priority. Tristel works closely with the NHS, routinely handling sensitive information, so robust data protection is essential to maintaining customer trust and meeting strict regulatory requirements such as GDPR. These compliance pressures also extend internationally with the handling of PHI (Protected Health Information) in the United States introducing additional regulatory scrutiny.

The company's global footprint added further complexity. "We're headquartered in the UK, but we're a global company so our footprint of 300 employees spans multiple time zones," explains Bryn Clark, IT Director at Tristel. "Having continuous visibility across our security environment and responding quickly to potential threats with a lean IT team of five was impossible. We didn't have the budget or the capacity to hire multiple people to monitor things around the clock."

Taken together, these challenges meant the consequences of a breach could be severe. A single incident could halt production, expose sensitive healthcare data, trigger regulatory penalties and cause lasting reputational damage.

## A Microsoft-centric, 24x7 security strategy

Having partnered with Softwerx since 2018, Tristel took a strategic decision to build on its existing Microsoft investment, creating a fully integrated, Microsoft-centric security architecture.

"We already had a strong, pre-existing relationship with Softwerx, but we evaluated four other vendors to make sure we were making the right decision," says Clark. "What set Softwerx apart was their deep understanding of our environment, our people and the way we work. That made them a natural fit, but their flexibility also really stood out. They helped us maximise our existing Microsoft E5 licences while integrating both Microsoft and non-Microsoft tools into the Security Operations Centre (SOC), providing everything we needed within one centralised portal."

The security stack was standardised around Microsoft 365 E5 licenses, incorporating Microsoft Defender, Microsoft Sentinel, Microsoft Defender for Cloud Apps, Azure Monitor Logs and Azure Logic Apps. This unified approach enhanced visibility, streamlined management and ensured the security environment was fully supported by Microsoft.

A fundamental component of the transformation was Softwerx's secure365® – a 24x7 Managed eXtended Detection and Response (MXDR) solution delivered through its UK-based SOC. Continuous monitoring and rapid threat escalation provided Tristel with the round-the-clock visibility that its IT team could not achieve, significantly reducing risk and enabling swift, decisive response to potential incidents.

"Cybersecurity isn't just about preventing attacks. It's about being able to detect, respond and recover quickly when something does happen. Working with Softwerx has helped us build that resilience into our environment," says Clark.

To support the new security architecture, Tristel refreshed its ageing on-premises server infrastructure, replacing legacy hardware and operating systems with support from Softwerx. While cloud services were adopted where appropriate, core manufacturing systems remained on-premises due to real-time production requirements. The result was a modernised, fully supported infrastructure built for stability and long-term continuity.

Identity security was also reinforced. Break-glass emergency administrator accounts were introduced and secured with multi-factor authentication (MFA) and physical YubiKey hardware tokens, ensuring secure privileged access even in the event of service disruption.

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Beyond the deployment of secure365 and the core security architecture, Softwerx provided consultative support across Tristel's wider technology environment. Working collaboratively, the team ensured that every solution was fit for purpose, cost-effective and aligned to Tristel's operational needs. Rather than a one-size-fits-all approach, the partnership focused on identifying the right solutions for the business, delivering security that was both robust and practical.

## **Unlocking value, strengthening security and supporting growth with Softwerx**

By consolidating its security capabilities within the Microsoft ecosystem, Softwerx has helped Tristel reduce vendor complexity while unlocking and fully leveraging the integrated security capabilities of Microsoft 365 E5 licenses.

The rollout of Softwerx secure365 has transformed how Tristel manages security monitoring. With continuous oversight from Softwerx analysts, potential threats are identified and acted upon in real time, reducing risk and giving the business confidence that incidents will not go unnoticed, particularly outside UK working hours.

"Softwerx has taken a huge amount of pressure off my team," says Clark. "Previously, we were constantly wading through alerts, trying to figure out what was important, by which point it could already be too late. With Softwerx managing this for us, that risk is gone. We can focus on our day-to-day roles with peace of mind that our security is in safe hands."

Managing security alerts used to consume a significant portion of the IT team's time. With Softwerx in place, that burden has been dramatically reduced.

"Softwerx saves my team five to ten hours a week," says Clark. "They filter out noise, escalating only what matters and providing the clarity and guidance we need to respond quickly and confidently."

Tristel's ability to meet stringent compliance requirements has been significantly strengthened. With continuous monitoring and centralised visibility across its environment, the organisation now maintains the controls and oversight needed to support regulatory frameworks in both the UK and international markets.

As Tristel continues to expand through acquisitions and subsidiaries, Softwerx plays a critical role in supporting the company's networking and IT infrastructure. Where site setups previously took weeks, Softwerx now provides a streamlined, "cookie-cutter" approach, from procuring and setting up equipment to monitoring and securing systems. This ensures that Tristel can establish a presence in multiple countries without creating additional operational strain on the IT department.

"Softwerx bridges any knowledge gaps within the IT team," says Clark. "A notable example is our Belgian office, which was acquired as a pre-existing company with its own Microsoft tenant and domain. Softwerx helped integrate that business into our environment, migrating systems and ensuring full functionality without disrupting end users."

Ultimately, the enhanced security posture, proactive monitoring and strengthened compliance measures give Tristel a competitive edge. "Softwerx is far more than a supplier," concludes Clark. "They're a genuine partner and a critical part of our operation. I don't know how we'd manage without them."



## Building a future-ready foundation for global expansion

As Tristel continues to grow, the company remains committed to investing in cutting-edge cybersecurity while carefully balancing IT costs against the potential cost of a breach. Partnering with Softwerx ensures this investment is maximised, combining expert support, managed security services and strategic guidance that help Tristel maintain its competitive edge and scale with confidence.

The partnership is particularly important as Tristel expands globally. Following recent FDA approval, Tristel is now preparing for entry into the US market and aligning its governance and security practices with internationally recognised standards. This includes developing a HIPAA-aligned framework to protect regulated health information.

"Our growth shows no signs of slowing and Softwerx is central to making it possible. They give us the expertise and round-the-clock support we need to operate securely wherever we are in the world," says Clark.



## Your roadmap to resilience: Take the next step with Softwerx

At Softwerx, we empower mid-market organisations to unlock the full potential of Microsoft Security.

Through expert consultancy, strategic guidance and hands-on support, we help businesses optimise their Microsoft infrastructure, security posture and licensing. Our UK-based 24/7 Security Operations Centre (SOC), alongside our flagship Managed Detection and Response (MDR) service, secure365®, leverages Microsoft 365 Defender and Microsoft Sentinel to deliver real-time threat detection, rapid incident response and intelligent security event management.

We make enterprise-grade cybersecurity both **accessible and affordable** — tailored specifically for the needs of security-conscious mid-market organisations.

Our approach guides you on a clear, tailored security journey — from initial audit to actionable outcomes — all shaped around your business's unique needs. Powered by Microsoft technologies and enriched by deep domain expertise, we take you through a structured process of discovery, assessment and expert advisory.

We transform insight into measurable impact — helping you build a resilient, future-ready security posture with confidence, clarity and the ability to protect what matters most while driving innovation forward.

**Get in touch to explore how Softwerx can help secure and strengthen your business.**

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