

## ▶ COMPANY OVERVIEW

**Teleos Systems Limited** is the largest independent supplier of veterinary practice management systems in the United Kingdom.



Based in Birmingham, the company supplies highly customizable software solutions to independent veterinary practices across the U.K. and in several other countries. Teleos continuously updates and enhances its product, striving to keep it simple and easy to use, as well as powerful and versatile.

Teleos' software integrates with in-house veterinary diagnostic equipment, mobile devices and the Vet-XML consortium's system. This software allows clients to process electronic insurance claims, link with laboratories and register animals' microchips in a centralized database.

"Teleos has been providing innovative, cost-effective veterinary practice management systems for over 20 years," says Nick Masters, Support Manager at Teleos Systems. "We care passionately about what we do and how we treat our customers."

## ▶ THEIR CHALLENGE

Teleos has an excellent reputation in its industry for providing top-quality customer support. To facilitate this, the company needed a reliable solution that would enable employees to remotely manage and monitor client devices.

"We constantly access client computers as part of our support," says Masters.

Teleos is a mission-driven business that cares deeply about treating its clients well. So in today's complex cyber risk landscape, Teleos leaders know it's critical to have robust protection against all types of attacks, especially as they continue to grow in sophistication and prevalence.

"We cannot stress enough how important it is for us to offer the most innovative cyber breach protection to our customers," says Masters.

## ▶ THE SOLUTION

**Teleos partnered with Comodo to access the benefits of its Endpoint Manager in conjunction with its Advanced Endpoint Protection (AEP) technology.**



Comodo's comprehensive and fully-integrated cloud-native solution set allowed Teleos to extend Comodo's patent-pending auto containment technology protection to its clients' systems. Comodo's Endpoint Manager is the world's only active breach protection solution, which renders ransomware, malware and other types of cyberattacks useless by depriving them of access to and control over the endpoint devices they target.

"We cannot stress enough how important it is for us to offer the most innovative cyber breach protection to our customers," says Masters. "With Comodo's AEP, I can sleep well at night knowing that our customers won't suffer damage from a cyberattack."

Comodo's Endpoint Manager incorporates these uniquely rigorous security capabilities into a single, easy-to-manage solution. Endpoint Manager provides the capabilities of



▶ **THE SOLUTION**  
(CONTINUED)

multiple endpoint security and information security management tools, including endpoint protection, endpoint detection and response, managed detection and response, security information and event management, patch management, remote monitoring and management and remote access. All can be accessed from the same pane-of-glass dashboard, providing centralized visibility, reporting, and control.

Today, Teleos Systems' customer support team is achieving better performance with fewer solutions from fewer vendors, conserving resources, and reducing costs.

**RESULTS**

- Remote access for client systems is simple and easy.
- Cost and resource savings.
- Able to deliver better customer experiences.
- Shifted from a reactive to a proactive approach in managing clients' issues.



Comodo's solutions make remote access simple and painless. We are able to be ridiculously proactive with our customers—problems are flagged to us first, which means we can approach our customers with a solution rather than react to an issue.

— **Nick Masters**  
Support Manager,  
*Teleos Systems Limited*

▶ **CONCLUSION**

Teleos remains an independent, privately-owned company deeply committed to supporting independent veterinary practices by providing them with software solutions that make it easier to deliver top-quality pet care. Through its partnership with Comodo, Teleos is realizing new efficiencies, which improves its ability to troubleshoot and monitor clients' systems

Teleos' team now worries less about cybersecurity risks, knowing it has adopted a truly innovative, proactive approach to breach prevention. And, it's doing all this at a price that an independent organization can afford.

▶ **ABOUT TELEOS**

Teleos was formed in 1997 by Jon Hewitt and Ed Robertson. The company was initially based in Aldridge, U.K., in the West Midlands but moved to its current offices in Fort Dunlop in 2007. The company has experienced year on year growth and now employs 28 staff. Teleos Systems also owns a single vet small animal practice in Edinburgh. This has proved invaluable for trying out new ideas and testing software builds.

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