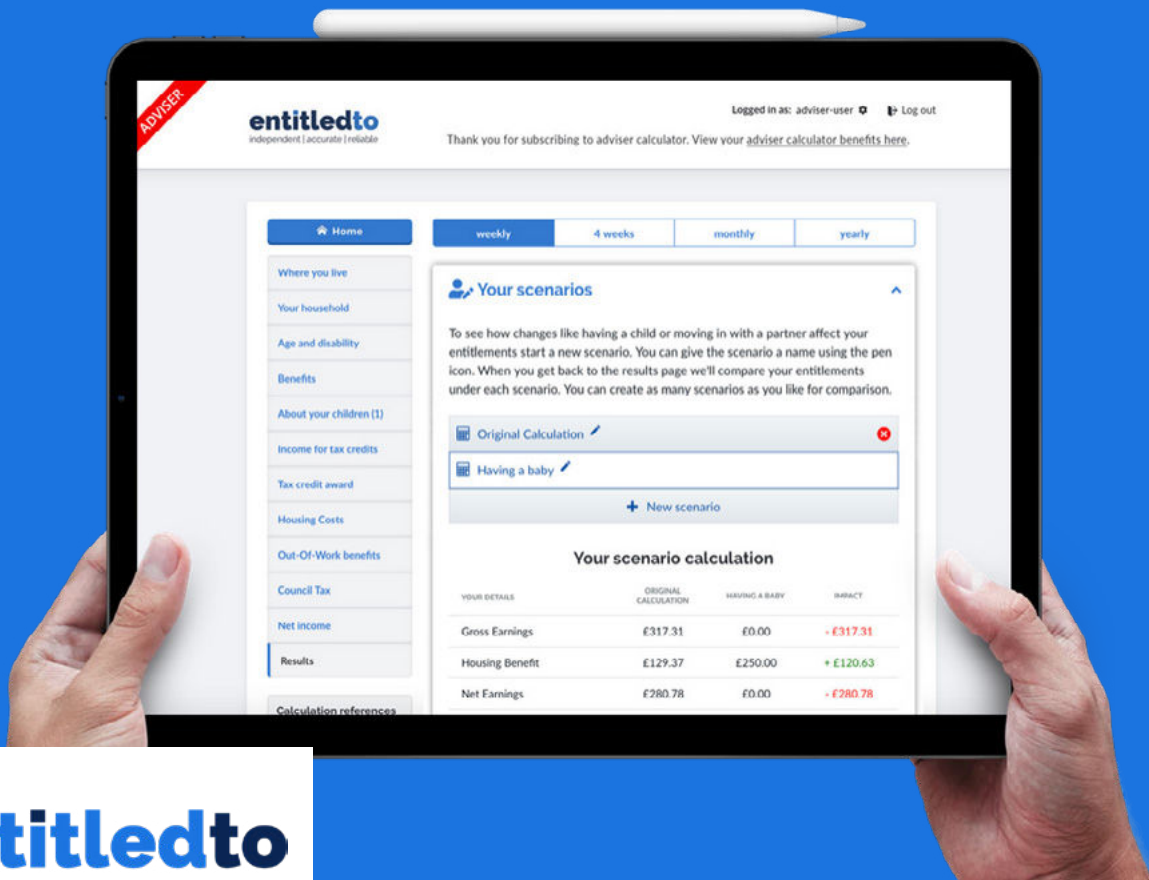




entitledto strengthens IT resilience and cybersecurity with Extech Cloud

entitledto is a market leading provider of online benefits calculators, helping individuals and organisations understand welfare entitlements.

Its tools are widely used across local authorities, housing associations, charities, banks and government platforms, including GOV.UK, supporting millions of users each year.

Despite its relatively small size, entitledto operates at scale and manages sensitive financial data, making security, reliability and compliance business critical.

The Challenge

Following the planned retirement of its long-standing CTO, entitledto needed to address a significant operational risk.

Key challenges included:

- Removing reliance on a single internal IT expert
- Maintaining business continuity during leadership transition
- Ensuring continued compliance with Cyber Essentials Plus
- Managing security across a fully remote workforce
- Supporting growing demand from high-security clients

As a remote organisation, entitledto also wanted the reassurance of working with an IT partner that was both accessible and local to its head office in Haywards Heath, offering support beyond purely remote interactions when needed.

The Solution

Extech Cloud was selected as a local, trusted IT partner to deliver fully managed support across infrastructure, security, and end-user services.

The partnership includes:

- Microsoft 365 management – licensing, optimisation and ongoing support
- Hardware provisioning and support – laptops, troubleshooting and lifecycle management
- Infrastructure and server management – ensuring performance, stability and scalability
- Cybersecurity and compliance support – including renewal of Cyber Essentials Plus
- Password Management Software
- Continuous patching and updates – keeping all systems secure and up to date
- Employee cybersecurity training – strengthening organisation-wide awareness
- 24/7 support - ensuring help is always available, even out of hours

Crucially, Extech Cloud has assumed responsibility for key IT functions previously managed internally, removing risk and strengthening overall resilience.

“We’re a remote organisation, but it was important to have someone local to our head office; someone I could go in and speak to if needed. It just adds that extra level of reassurance.”

Nicki Duckworth, Operations Director, entitledto



The Results

Since partnering with Extech Cloud, entitledto has transformed its approach to IT and security.

Greater resilience

Critical IT knowledge is no longer concentrated in one individual, reducing operational risk.

Improved security posture

Ongoing patching, compliance support and employee training ensure systems remain protected and up to date.

Seamless compliance

Cyber Essentials Plus certification is maintained with confidence, with expert support throughout the process.

Operational efficiency

Day-to-day IT management is handled externally, allowing the team to focus on delivering value to customers.

Confidence to scale

With 24/7 support and a proactive IT partner, entitledto is well positioned for future growth.

Why entitledto chose Extech Cloud

Extech Cloud was selected not just for technical capability, but for its ability to deliver a reliable, relationship-driven service.

Key factors included:

- A trusted, local IT partner, providing both remote expertise and face-to-face support when needed
- A proactive approach to cybersecurity, compliance and risk management
- Scalable support aligned to business growth
- A responsive, personable team that builds confidence across the organisation

With Extech Cloud as a strategic IT partner, entitledto continues to:

- Deliver trusted services at scale
- Protect sensitive user data
- Maintain high levels of compliance
- Operate with confidence in a rapidly evolving threat landscape

“They’re good people who leave you feeling reassured. When you go to someone for support, you want to feel like you’re in good hands, and that’s exactly what Extech Cloud gives us.”

Nicki Duckworth, Operations Director, entitledto

Contact us for advice, support or to start your digital transformation journey

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