Scottish Environmental Protection Agency (SEPA) | Scotland
## Central Government

The Scottish Environmental Protection Agency (SEPA) is a non-departmental public body of the Scottish government. SEPA's role is to ensure that the environment and human health are protected and that Scotland's natural resources and services are used sustainably while contributing to sustainable economic growth. Employing approximately 1300 people across Scotland, from the Highlands and islands to the borders, SEPA is responsible for Scotland's flood warning system, radioactive incident monitoring, and regulating and advising on various environmental activities.

> *In late 2020 SEPA suffered a significant and sophisticated cyber-attack meaning many of our services were impacted and unavailable. Engaging with Canon, SEPA was able to stand up the new print solution within weeks - a sustainable and secure service that can operate in the strictest of security environments.*

Karen Kenny, Systems manager / customer services
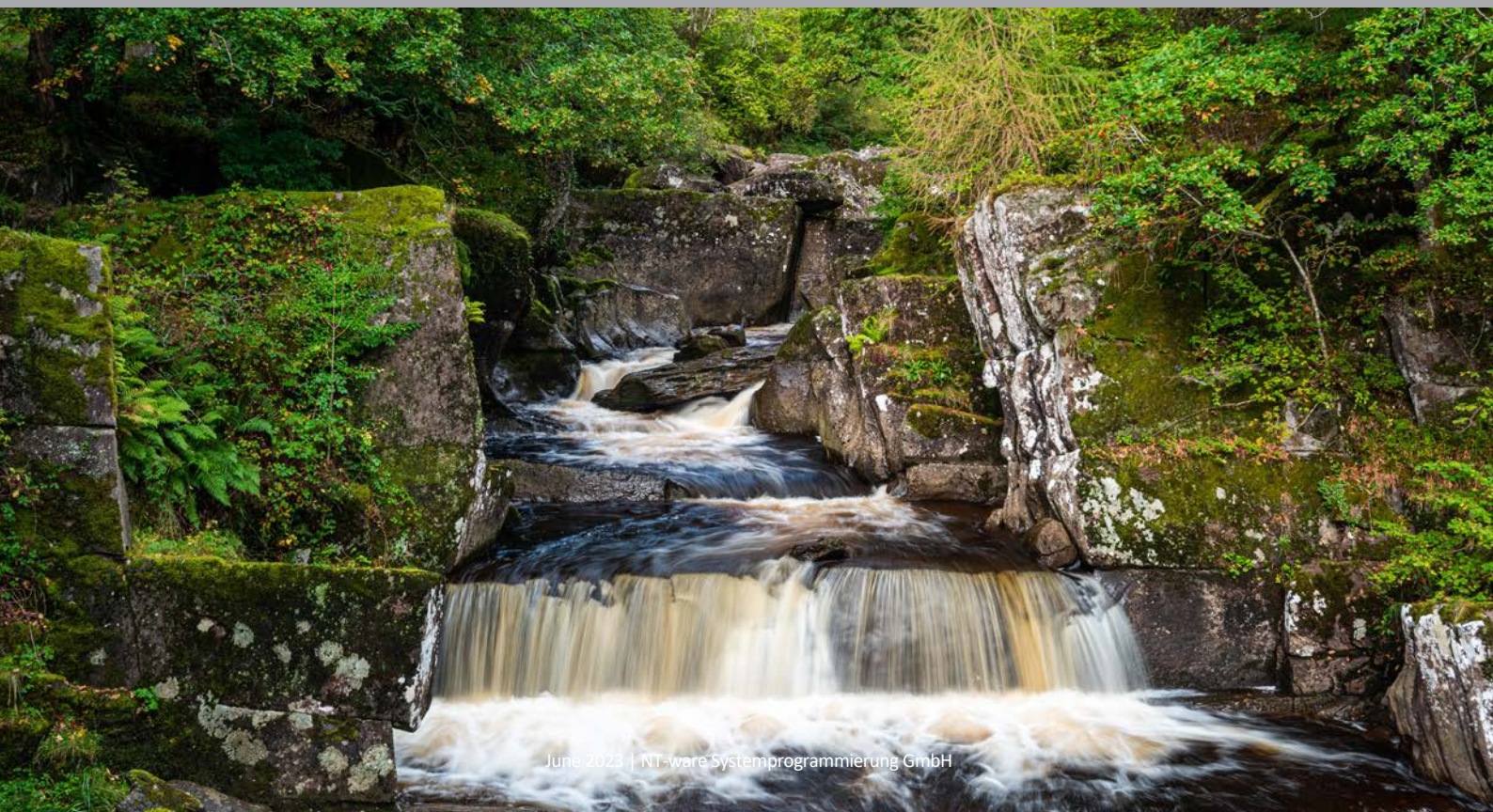
Customer challenges and requirements

SEPA suffered a data breach in December 2020, significantly affecting its ability to continue operating. Despite subsequent reviews finding that SEPA's level of preparedness had been high, large amounts of data were encrypted, stolen, or deleted, leaving it struggling to serve the communities who rely on its services. Working with the Scottish Government, Police Scotland, the National Cyber Security Centre (NCSC), and the Scottish Business Resilience Centre (SBRC), SEPA had to develop a clear recovery strategy that involved rebuilding a significant amount of its digital infrastructure. The Scottish Government's Cloud First strategy was at the forefront of their thinking, as was the requirement to implement a sustainable yet secure print service for their employees.

The solution

Working with SEPA's Strategic Team, Canon proposed uniFLOW Online as the software that would integrate with the imageRUNNER ADVANCE fleet to provide a secure printing and scanning platform. Integrating with the Microsoft 365 environment was also important as it allows simplified and secure user management using tools and interfaces that IT is familiar with. User acceptance was high, as the user experience changed little from the existing server implementation. Finally, the fact that the service is based in a UK Azure data center ensures data sovereignty and compliance with the Scottish Government's Digital Future Strategy.

Connected devices

54 x Canon imageRUNNER ADVANCE C5535 - Designed to improve office productivity and deliver high-quality color and able to operate in a zero-trust network.

Software solution

- uniFLOW Online
- Secure Printing (My Print Anywhere at any time)
- Accounting
- Mobile print for domain and guest users
- Scan to OneDrive

Benefits

uniFLOW Online has provided SEPA with a highly secure print and scan solution satisfying the highest security standards within its new environment. The Cloud service provided by uniFLOW Online reduces IT support requirements and SEPA is secure in the knowledge that their tenant is always up to date with the latest security standards. Removing servers fits in with SEPA's environmental aims, and resilience is provided by the Microsoft Azure platform.