



“If we’ve ever had any questions, we know we can just pick up the phone and receive excellent support.”

– **Andrew Winkless**,
Infrastructure Manager,
Yorkshire Building
Society Group

Yorkshire Building Society Group Offers Customers Online Dependability and Security with Neustar UltraDNS

The Challenge

Yorkshire Building Society Group (YBS) is one of the largest mutual building societies in the UK. The Building Society aims to provide real help for real lives by providing people with a range of mortgages and savings products. Maintaining customers’ trust in its online capabilities is a top priority for Andrew Winkless, YBS’s Infrastructure Manager.

He is responsible for keeping the Group’s website online and running, which can be challenging in today’s era of cyber-attacks and security threats.

“At YBS, our vision is to be the most trusted provider of financial services in the U.K. We offer online transactions to our customers, and if our services aren’t available online, it’s inconvenient for our customers and puts our trust vision at risk,” Andrew Winkless said.

“If our customers are unable to access our online services and our emails are down, our productivity comes to a halt. It’s vital we have a DNS provider that we can rely on to help us prevent that happening.

“We have gone through an evaluation process with several providers where we looked at reliability, resilience, security, functionality, administration interface, reporting, two-factor authentication, cost and what the solutions support and do not support.

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The Neustar Solution

“Neustar UltraDNS ticked all of the right boxes to be the primary DNS Provider.”

Neustar UltraDNS is an enterprise-grade, managed authoritative DNS service that is trusted by companies of all sizes to securely deliver fast and accurate query responses to websites and other vital online assets. Featuring a 100% uptime guarantee, built-in DDoS protection, and a private network that enhances both performance and security, Neustar UltraDNS is frequently sought after by companies looking to maintain their online presence.

The Outcome

“We couldn’t be happier with Neustar,” Andrew Winkless explained. “If we’ve ever had any questions, we know we can just pick up the phone and receive excellent support.”

