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**CASE STUDY**

# **Workplace Technology Company Realizes the Importance of 24/7/365 Monitoring & Protection**

## OVERVIEW

The client is a workplace technology integration company that has been in business for 20 years. Five years ago, the company's founder and CEO began to wonder if anyone was monitoring their technology and how various vulnerabilities impacted workplace technology. The client had worked with multiple managed service providers (MSP) and was concerned about the security of their environment. To ensure the company was protected, the CEO contacted **GMI**, a managed security service provider (MSSP), to safeguard their workplace technology. What **GMI** discovered was alarming for the client; their environment was vulnerable to a data breach, and worse, their lack of cybersecurity put them at risk of becoming a victim of a cyberattack.

## THE CHALLENGE

The entirety of the client's infrastructure was destined for peril. The client's environment had atrophied and was prone to a wide array of vulnerabilities; the active directory was stored in a plain text file, the Windows environment was not secure, previous admins were still active on the network, the guest network was not secure, and the firewalls had not been updated. The client was unaware they were moments away from a catastrophe that could overwhelm their network quicker than they could react. Threat actors had been handed keys to the castle, and for **GMI**, the 'fire' was much larger than anticipated.

### CHALLENGE:

- Atrophied environment prone to vulnerabilities
- Unaware of the scale of cyber risk
- Desire for a trusted, harmonious security partner

### SOLUTION:

- Next-generation firewall (NGFW)
- Extended Detection and Response (XDR)
- Continuous vulnerability scans
- Ongoing awareness training, phishing exercises, and email and cloud protections

### BENEFITS:

- Expert 24/7/365 domestic security partner
- Edge-to-endpoint protection
- Multi-layered security solutions
- Continuous data availability and business uptime

### BENEFITS:

- Size: SMB
- Industry: Workplace Technology

## SOLUTION

To enhance and strengthen the client's security posture, it is critical to understand the vulnerabilities within their environment. **GMI** begins by establishing a perimeter using a next-generation firewall (NGFW), allowing **GMI** to eliminate incoming known bad traffic, monitor the good traffic, and implement further tuning down of internet-based threats with a fully managed firewall. Installing Extended Detection and Response (XDR) allows **GMI's** expert SOC (Security Operations Center) analysts to unify endpoint protection with detection and response across the network, systems, and users, improving the fortitude of the client's infrastructure. **GMI** conducts continuous vulnerability scans of the environment and provides guidance to the client, further enhancing the client's security posture and elevating their knowledge of the threat landscape.

**GMI's** developments were implemented over the first three months to supervise activity and bolster infrastructure, minimizing exposure to a data breach that could cost the company millions of dollars. All enhancements were seamless for users with no downtime or impact on production. The implementation of ongoing awareness training, phishing exercises, and email and cloud protections exceeded the client's expectations and timelines. **GMI's** total vigilance trio (**People, Process, Technology**), 24/7/365 eyes-on-glass monitoring, and domestic SOC headquartered in Scottsdale, Arizona, allowed for the client to see activity outside of normal working hours, identifying in real-time how threat actors tried to get an upper hand on the client's environment. Using edge-to-endpoint protection, rigorous vulnerability scans, and quick and effective communication, **GMI** provided an in-depth look into what needed to be adjusted, limiting exposure, establishing cyber vigilance, and allowing the client to freely focus on what matters most – their business.

## TESTIMONIALS:

*"Because it took two decades to build the company to where it is today, I know how destructive it would be to have it all taken away in seconds. Seeing those vulnerabilities up close really uncovered how in danger we were of a cyberattack that would be nearly impossible to recover from. We were just shy of losing the business at any given moment. I asked myself, "Are you ready for this? Can you afford to go down?" Bad actors don't relent. The answer was clear. **GMI's** cybersecurity solutions provide a necessary layer of protection to our business, affording us relief and allowing us to sleep better at night."*

**- CEO, Workplace Technology Company**

*"Investing in **GMI** saved us from impending massive financial turmoil. As the CFO, it's refreshing to partner with a cybersecurity solutions provider that genuinely values protecting the business' capital and data. The risk of not having cybersecurity outweighs the cost of the solution, and the outcome of having a solution in place is worth every cent. Allocate your budget and spend your money where your business needs it most – in the sanctity of your capital. All thanks to **GMI**."*

**- CFO, Workplace Technology Company**