

WORKPLACE TECHNOLOGY COMPANY REALIZES THE IMPORTANCE OF 24/7 MONITORING & PROTECTION

OVERVIEW

The client is a workplace technology integration company located in Scottsdale, Arizona that has been in business for 20 years. Five years ago, the company's founder and CEO began to wonder if there were security vulnerabilities with the devices being installed within the company and on customer networks. The client had engaged multiple managed service providers (MSP) over the better part of two decades and was concerned that the infrastructure wasn't being properly managed and secured. To ensure the company was protected, the CEO contacted CyVig to safeguard their entire digital environment. What CyVig discovered was alarming for the client, exposing vulnerabilities that left their network penetrable, increasing the probability of a cyberattack.



CHALLENGE

The entirety of the client's infrastructure was destined for peril. Devices were installed on a "flat" network, meaning all traffic could be seen by all devices, creating a huge vulnerability. Traffic on a flat network can be intercepted and is easier to infiltrate, detrimental for the client. The network did not have proper segmentation, therefore, everything was visible to malicious actors. The client's environment had atrophied and was prone to a wide array of vulnerabilities; for example, the active directory was stored in a plain text file, the Windows environment was not secure, previous admins were still active on the network, guest network was not secure, and the firewalls had not been updated. The client was unaware they were moments away from catastrophe that could overwhelm their network quicker than they could react. Threat actors could have been handed keys to the castle at any moment, and for CyVig, the 'fire' was much larger than anticipated.

SOLUTION

An MSP exclusively focuses on IT support and services, while a fully managed security service provider (MSSP) manages and conducts network and data security around the clock. To shield the network, it is critical for companies to partner their MSP or internal IT resources with an MSSP. CyVig, an MSSP, identified network vulnerabilities and advised the client's MSP to adjust the network from being flat to becoming a multi-segmented infrastructure. CyVig conducted a vulnerability scan of the environment for the client's MSP to address and update all devices and provide the MSP with insight as to what vulnerabilities existed on the network's devices, enhancing the client's security posture, and elevating their knowledge of the threat landscape. The scan gave an in-depth look into how the devices communicate and ensured the data was relatively secure, minimizing exposure to a data breach that could cost the company millions of dollars.

To truly understand the client's network, CyVig made developments incremented over the first three months to supervise activity and strengthen infrastructure. CyVig's total vigilance trio, 24/7/365 eyes-on-glass monitoring, and domestic Security Operations Center (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. CyVig's expert SOC analysts continually provide monthly executive reports evaluating the environment, and immediately alerting the client to report any unusual activity. CyVig's quick and effective communication, rigorous vulnerability scan, and edge-to-endpoint results provided the MSP an in-depth look into what needed to be adjusted, limiting exposure and maximizing cyber vigilance, 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 close we were to a cyber attack that would have been nearly impossible to recover from. CyVig has shown us how critical it is to have a fully managed security service provider (MSSP) to partner with our managed service provider (MSP). An MSP exclusively focuses on IT support and services, while an MSSP manages and conducts network and data security around the clock. CyVig’s cybersecurity solutions provide a necessary layer of protection to the

- CEO, Workplace Technology Company

“CyVig offers a unique approach to comprehensive security program management. As the CFO, it’s refreshing to partner with a cybersecurity solutions provider that compliments and works in cohesivity with the IT team to ensure our capital and data are protected. This partnership with CyVig has nursed our business to become cyber vigilant against the often challenging and ever-changing climate of cybercrime.”

- CFO, Workplace Technology Company

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