

## CLIENT STORY

# IMPROVING SECURITY with MicroAge's Cybersecurity Strategic Methodology & Insights



## THE CHALLENGE

The client is an award-winning real estate investment firm focused on developing and managing rental communities across North America. The firm has five regional offices throughout the United States and employs over 300 professionals.

The firm was buying and implementing products that met immediate security needs with little consideration for the future. After encountering a serious security situation, the organization realized it needed a better plan encompassing a long-term cybersecurity strategy and security monitoring requiring outside expertise.

With a patchwork of products installed, the client needed assistance identifying security gaps and determining the priority of remediation steps based on their current state of vulnerability. Applications and data storage were mainly on-premise, with only a small percentage of cloud usage posing a volatile position in case of a disaster or ransomware attack.

## THE SOLUTION

MicroAge proposed utilizing its **Cybersecurity Strategic Methodology**, which leverages a gap assessment against a trusted NIST framework to create a roadmap to identify and prioritize risk, and the subsequent steps to help the client improve their security posture.

The methodology includes a proprietary **Cybersecurity Insights scorecard** tool, allowing the firm to focus on areas of highest risk in their current environment and measure risk-reduction progress.

An unbiased third party conducted a gap analysis to identify cybersecurity vulnerabilities. cStor then input the results into the proprietary Cybersecurity Insights scorecard to develop a plan and **prioritize short-, mid-, and long-term remediation steps** for the client, based on their current state as follows:



*MicroAge provided the support and expertise to help the client identify security gaps, create a prioritized remediation plan, develop a security roadmap, and quantifiably measure progress.*

## THE SOLUTION (continued)

Short-term remediation included policy changes, creating a risk-management strategy, incident response planning, and understanding where data resided.

Mid-term remediation addressed data protection and further work on incident response planning and user awareness training.

Long-term remediation focused on improving data access management, privileged access management, change and control, and development lifecycle.

Two penetration tests scheduled several months apart systematically probed for vulnerabilities in the client's network and applications.

## THE RESULTS

Post-assessment, MicroAge developed a comprehensive cybersecurity roadmap for the client, enabling them to prioritize a progressive cybersecurity remediation plan.

With over four years of collaboration, the client has benefited from the expertise of MicroAge. As a trusted cybersecurity consultant, MicroAge has provided security gap analysis, penetration testing, and policy development services.

The client now possesses a reliable methodology and cybersecurity roadmap that aids in prioritizing its remediation plan and has achieved a quantifiable improvement in its security posture, bolstering confidence in data security.

The client's increased assurance is evident as they have scheduled a second gap analysis, demonstrating their commitment to maintaining and further enhancing their cybersecurity measures.

