

### Client Overview

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The client is a large Canadian professional services firm that specializes in consulting for industrial, infrastructure and real estate industries, and government institutions.

### Client's Challenge

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The firm was struggling with staffing risks, as well as missing revenue opportunities from high profile clients who had specific security requirements. It won the business of a top banking client, which required the firm to improve its security posture and reduce risk of cybersecurity threats, including obtaining certification against leading security frameworks, such as NIST.

Additionally, the firm has a small internal IT team that could not take on the task of implementing all the services required for the firm to become compliant within the one-year time frame it was given by the top banking client.

It was critical for the firm to obtain the appropriate security controls for this client since it is a high-profile financial institution which handles copious amounts of confidential information. The firm needed to take the necessary steps to become certified to accept the client's business, gain the client's trust, and to expand its own reach to other major clients within the industry.

### Why Bulletproof

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The firm participated in a Microsoft Security Workshop hosted by Bulletproof in 2019. The workshop was designed for security stakeholders with the goal to develop a strategic plan based on the recommendations of cloud cybersecurity experts that were customized specifically for the firm's needs. The firm gained visibility into immediate threats across email, identity, and data, and gained clarity and support on how to upgrade long term security posture.

Bulletproof offered the firm a full range of Microsoft products and services that could be implemented quickly. Our Microsoft-powered managed security service, Bulletproof 365 Enterprise, and Microsoft Compliance solutions were the fastest and most effective solutions for the firm to improve their security and place them on the path to compliance with required certifications.

## Giving the Organization a Secure Digital Boost

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Bulletproof identified multiple cybersecurity issues and projects which we subsequently worked with the firm to solve. These ranged from an exchange review, application development, application assessment and roadmap, and managed security services to better protect its growing cloud environment.

### Exchange Review & Endpoint Protection

The firm recognized the endpoint protection solution it had in place was no longer meeting its needs and creating gaps in protection. Bulletproof performed a review and determined implementation of Microsoft's advanced threat protection solutions, Defender for Endpoint and Defender for Office would allow greater protection of the firm's environment. Once implemented, Bulletproof performed a formal review of the Exchange environment and was able to more effectively remediate issues identified by the Defender solutions through the use of advanced threat protection capabilities built into the solutions.

### Customer Portal + DevOps

The firm was using a customer portal to collect data. This portal did not meet CIS controls as it had many security gaps. Bulletproof built a modernized, secure, scalable web application in Microsoft Azure with two-way document sharing and self-registration. Now that the firm's portal is fully functional in the cloud, the outcome of the project is a model for how to manage and implement future application-related projects. This led to Bulletproof providing managed application services, taking the day-to-day development and administrative tasks off the firm's application team, freeing them up to focus on initiatives that will help the firm innovate within the market.

### Application Architecture Assessment and Roadmap

Bulletproof performed an initial Application Architecture Assessment and Roadmap of the firm's internal application to minimize investment, streamline next steps, and modernize the application so that it could be shared with customers in a safely and confidentially. This involved understanding current state, application roadmap (new functionality) and architecture requirements so that a Target State Architecture may be proposed with an architecture roadmap that defines the steps. The key outcome was an architecture roadmap (high level plan) to move the internal application to the cloud, so that the firm can advise their customers more accurately and efficiently regarding the data gathering and analytics it generates.

### Managed Security Services (Bulletproof 365 Enterprise)

As the firm continued to move more workloads to the cloud – in response to modern workplace requirements – its approach to protecting its cloud-based environment needed a modern way of thinking, as well. We implemented our Bulletproof 365 Enterprise managed service for the client, which operates from an assumed breach position, provides unparalleled visibility and allows for automated response across the entire platform. As part of the service, the firm benefits from: Microsoft’s advanced threat protection solutions (Microsoft Defender suite), which allow for proactive threat protection and automatic threat containment, advanced identity protection, 24/7 security alerting, monitoring and incident management, along with other cyber protections, including security awareness training for all staff. The service is entirely cloud based, and is easily scalable for the firm’s growing and evolving business and IT environments.

### Our Client’s Return on Investment:

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Our services and solutions have enabled the firm to improve their security framework and diminish cybersecurity risks that could threaten their reputation within industry. Further, by obtaining security certifications, it’s expected the firm will benefit from additional growth, allowing them to go after opportunities with a great number of high-profile clients which are placing stricter requirements around their service provider’s security controls.