



## Leading Nationwide Provider of Technology Solutions



### Background

This nationally recognized technology solutions provider opened its doors more than a century ago and has since grown from its headquarters in Minnesota to approximately 300 distributor-franchisees in North America with over 6,000 employees. Today, this provider services over 4.8 million small businesses and 4,600 financial institutions and has hosted over 1 million websites for individuals and businesses in North America.

Continuous availability is a must-have in the world of technology services—interruptions of any kind, for whatever reason, are unacceptable. Implementing a solution to continuously monitor system changes became a business imperative for this organization.



## Challenges

Leading technology companies have an incredible amount of business and client data to protect. With thousands of employees, putting cybersecurity best practices in place requires solutions with significant scope and range of coverage that can stand up to the challenge.

Senior Support Manager at Technology Solutions Provider explained, *“For us and for many organizations in our sector, one of the biggest challenges we face is that our data and information is everywhere. It’s in the cloud, our laptops, desktops, phones, it’s everywhere, and people can access it from just about anywhere. There are so many different entries and exit points that we need to monitor and different applications that we need to track to understand what’s really going on in our IT environment.”*

Senior Support Manager and his team were originally tasked with implementing a **File Integrity Monitoring (FIM) solution** after a gap was found in a previous compliance audit. With a lot of Windows machines and various Linux machines, it was important for them to find a solution that worked well with both.

After conducting thorough market and technical research, Technology Solutions Provider was impressed with the features and functionality **New Net Technologies (NNT)** had to offer and it became clear that the company would be able to address more than just their FIM requirement.

*“Once we got on a demo, we all thought – wow, there are so many other features that we can utilize that go beyond the checkmark of ‘yes, we have FIM now’. Sure, FIM was our initial reason for wanting to work with NNT, but it became evident that they could help us accomplish a lot more,”* Senior Support Manager added.



## Solutions

**NNT Change Tracker** was ultimately selected by Technology Solutions Provider to help continuously monitor for compliance while also preventing breaches of valued company and customer data. Senior Support Manager explained, *“We work with a lot of businesses that are highly regulated, so having our FIM requirement addressed checks off a huge box for a lot of our audits, but the added compliance features we have now make our audits that much easier. We’re even able to integrate Change Tracker with ServiceNow to help correlate changes with our ServiceNow tickets.”*

The company also understood early on that there were improvements that needed to be made in their change management process and were pleased to learn about Change Tracker’s unique ability to differentiate between planned and unplanned changes.

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## Key Benefits

1. NNT accurately identifies which changes are planned versus unplanned which has helped significantly improve the technology security posture
2. Identifies unplanned events in real-time, without the noise and headaches of endless alerts
3. Automates compliance validation and provide details on how to rectify if drifts in compliance occur
4. Delivers continuous compliance and assurance while subsequently decreasing day-to-day responsibilities and overhead

Change Tracker combines intelligent change control with continuous system integrity monitoring to allow organizations to maintain compliance for any standard, regulation or policy, with all major security standards built-in and the ability to assess multiple standards at once.

Change Tracker continuously monitors systems, networks and applications for compliance and notifies organizations immediately to any changes, providing real-time, dynamic compliance.

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## Results

Working with NNT allows Technology Solutions Provider to rest easier at night by helping them to prevent unauthorized access and data breaches by implementing Closed-Loop Intelligent Change Control.

As a result, Senior Support Manager and his team spend less time and resources on manual cybersecurity, compliance and change management initiatives and focus more on system stability and uptime.

*"We're really impressed with the functionality and feature set NNT have been able to provide. Change Tracker helps the change management team, the alerting team, and our compliance teams, so we're filling a lot of gaps across all areas of the business and that's beneficial for all departments."*

NNT's SecureOps strategy combines the established best practices for security and IT service management to deliver a comprehensive solution that identifies unplanned events in real-time, without the noise and headaches of endless alerts.

This coupled with the ability to automate compliance validation and provide details on how to rectify if drifts in compliance occur helps deliver continuous compliance and assurance while subsequently decreasing day-to-day responsibilities and overhead.

*"NNT have been a great vendor to work with. The sales team is always available to help us and the technical support we've received from install to regular maintenance has been unmatched. The entire team is incredibly responsive to our needs and are a great partner to work with to protect our organization from the latest cyber threats,"* -Senior Support Manager.



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