



Client Story

Removing Security Barriers to Compliance for Government Contractors

A small professional services business working on government contracts lacked the necessary skill sets in-house and needed a partner to help it cost-effectively achieve compliance with new security regulations.

Growing compliance concerns

Cybersecurity compliance is a big deal for any business, but for organizations working with the federal government, it's essential. For these organizations, compliance with certifications such as ISO 27001 and the Cybersecurity Maturity Model Certification (CMMC) is required to do business.

Microsoft 365™ Security provides the coverage needed to meet this challenge, but implementing and maintaining these security controls isn't easy.

The threat landscape is constantly evolving, and the labor market for cybersecurity is competitive and expensive.

Needing more than just an acceptable level of risk

In light of upcoming CMMC regulations, our client, Interactive Process Technology Associates (IPT), needed to achieve a certain level of security standards to meet its objectives.

Founded in 1992 as a professional services company, this veteran-owned small business primarily deals with government contracting. IPT provides an array of professional services for large-scale systems and departments. Its clients include the U.S. Army, Department of Defense, U.S. Airforce, Federal Aviation Administration (FAA) and the Department of Veterans Affairs. While it was an expert in its core business, IPT lacked the resources needed to meet the strict requirements for CMMC Level 2 certification.

"When we look at where we are, at the size [of our] company, [we don't know] how we're actually going to respond to [CMMC] requirements without infrastructure [or] having to hire a team of cybersecurity experts to do the things we don't know how to do. We're good at our core capabilities, but we have to find and hire the talent to do this internally," says IPT's Chief Operating Officer Jon Katz.

Industry:

Professional services

The challenge:

To continue winning contracts for the federal government, IPT needed a partner to help it achieve compliance with new regulations without overextending its budget.

The solution:

Leveraging the company's existing M365 licenses and our Managed Office 365 and Managed Security for Compliance services, Insight created a roadmap to address security and compliance gaps and meet CMMC requirements.

Insight provided:

- Collaborative Managed Security offering definition
- Managed Office 365 services
- Managed Security for Compliance for Microsoft 365 Security
- Expert guidance and reporting

Insight services:

- Consulting Services
- Managed Services

A solution was already in the works

By this time, IPT was already engaged with Insight's Managed Office 365 and Azure® Active Directory® offerings for administration and support of its Microsoft® environment. The company initially came to Insight when a previous service provider did not meet its basic needs for support.

Additionally, while IPT already had Microsoft 365 E5 licensing and understood its potential to meet its security needs, the client lacked guidance from its previous partner. IPT's experiences with Insight's Managed Services gave it the confidence to explore additional options for cybersecurity.

As luck would have it, Insight was already on the hunt for an existing Managed Office 365 client that would be willing to beta test a new managed security offering for Microsoft 365 Security.

IPT was a great fit for the program since it was already a trusted client engaged with Insight's Managed Services. It had a forward-thinking attitude toward modern workplace technologies, and we knew it would understand our goals for the program. Most importantly, we knew IPT would be willing to share honest feedback we could use to refine the managed service offering together.

According to Insight's senior architect for the new solution, "IPT was a true collaborative partner. They shared their business knowledge and acumen, their compliance challenges and their critique of the solution."

Defining the service offering together

When we first outlined the new Managed Security offering, it was hard to distinguish from other similar offerings. Our collaboration with IPT helped us tailor the final iteration of this offering into something unique in the managed security landscape. Instead of focusing on administration, IPT helped Insight discover the need for organizations to have a partner to help them implement and understand their unique security requirements.

Our resulting Managed Security for Compliance offering helps clients implement and continuously evaluate Microsoft 365 Security features to maintain their security posture and meet compliance needs around CMMC and other regulations.

Peace of mind for audits

Responding to audits is something most organizations struggle with. Audits take the attention of security staff away from more essential activities like threat detection and remediation. That's why we built our Managed Security for Compliance offering with audits in mind.

Insight's goal is to provide organizations with expert guidance and reporting when they need it. This way, your Microsoft 365 environment will be one less thing to worry about when responding to audits.

Achieving compliance and looking to the future

IPT's Microsoft 365 environment is now aligned with CMMC. With the combined value of Insight's Managed Office 365 and Managed Security for Compliance offerings, IPT was able to save the equivalent of almost three full-time employees and, according to Katz, Insight's service delivery is more efficient and flexible than what it could have achieved in-house.

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"I think Insight has done a fantastic job for us. The one thing I really value about our relationship is the open dialogue. Insight does a great job at executing and following through. They do a great job at being agile, flexible and adjusting as we go along, but staying within the scope and statement of work that we agreed to. It's been a great experience."



Benefits & outcomes:

Achieved
**CMMC Level 2
compliance**



Personnel cost savings
equivalent to nearly
3 FT employees

**Complete end-user
security solution**



**Identified end-user
vulnerabilities**

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