MARCUM TECHNOLOGY

Securing the Future: How a Non-Profit Elevated Their IT Operations with Marcum Technology's Comprehensive Strategy and 24/7 Support

COMPANY OVERVIEW

The Client is a disaggregated data collection, analysis, and crisis mapping project. The Client collects information on the dates, actors, locations, fatalities, and types of all reported political violence and protest events around the world. The Client team conducts analysis to describe, explore, and test conflict scenarios, and makes both data and analysis open for free use by the public.

THE CHALLENGE

Having decided that they have outgrown internally managing and supporting their IT operations and support, the Client was seeking a go-to partner who can provide a comprehensive technology strategy and consulting advice as well as help secure, modernize and support its systems and technology stack.

The Client had three strategic IT goals:

1. Secure their remote work force through technology, best practices and security awareness training.

2. Provide an IT roadmap for managing the Client's digital office, including systems, cloud service and device management.

3. Manage day-to-day operational and support functions.

HOW WE HELPED!

Marcum Technology began by performing a comprehensive assessment of the entire IT environment to understand the current state of the client's technology systems, with an eye towards security, support and future computing needs. Once completed, the Marcum Technology team worked collaboratively with the client to design the right security and support solutions to meet current and future needs to include:

1. **Built an end user environment that allows for secure remote computing.**

   To ensure the client's workforce had the ability to securely work remotely, Marcum Technology implemented a full suite of security services including endpoint protection, SPAM and web filtering, multi-factor authentication, dark web monitoring, security awareness training and phishing simulations. This helped to provide the client's users with added layers of security, allow for security awareness and allow employees to securely work from any-where. Finally, as additional protections, Marcum Technology added a back-up solution for both email and client data.

2. **Engaged an IT solution provider capable of providing global 24/7 remote support as well as the ability to monitor and manage all aspects of the IT environment, enabling the client to focus on its day-to-day operations.**

   Marcum Technology's Service Desk now supports the client's day-to-day international operations while monitoring and managing its environment on a 24x7x365 basis. This ensures the client never has to worry about undetected equipment failure in the middle of the night or having to keep up with operating system and security patches. Additionally, Marcum Technology was able to help increase efficiencies and streamline costs by minimizing the chance of outages and acting as their point of contact with their existing vendors.

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MARCUM TECHNOLOGY CASE STUDY

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3. **Engaged an IT solution provider to create and review their current IT policies and procedures to ensure they are aligned with current risks and regulatory requirements.**
    Marcum Technology worked with the Client to align their policies and procedures with current and reasonable IT and securi-ty focused practices to meet organizational goals and expectations.

    As a result of these initiatives, the client's workforce now has the ability to securely work from anywhere with an internet connection. Because it's entirely cloud-based, the client's users can access their email, files and Office programs (Word, PowerPoint, Excel) from any location and any device. Additionally, end users now have a set of security and IT policies as a guide-line for acceptable use of their IT resources further allowing the organization to operate in a more secure environment.

With access to a team of subject matter experts who provide regular reporting and quarterly business reviews, the ability to scale computing power as needed, the reduction of operational risk, the flexibility of being able to work from anywhere at any time and the peace of mind that comes with knowing the IT environment is always patched and monitored around the clock, the client is now confident that its infrastructure, security, monitoring, management and support needs are well in hand.

MARCUM TECHNOLOGY DELIVERY TEAM

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QUOTE FROM EXECUTIVE SPONSOR

" Marcum Technology's MSP services have been exceptional and the cornerstone of our IT operations in more than 70 countries. From meticulous device enrollment to swift troubleshooting and strategic endpoint management, Marcum Technology's dedicated team has ensured a harmonious partnership. We wanted the gold standard from our Managed Service Provider, and Marcum Technology gave it to us through collaboration with our device provider, adept handling of IT projects and insightful cybersecurity recommendations.