



Vertek has been a leader in telecommunications business consulting, technology solutions, and managed services provider for over 30 years. From its founding in 1988, the company's growth has been fueled by both technical solutions and a highly skilled team providing telecommunications operations consulting, end-to-end business process outsourcing, business intelligence, and software applications used to solve client problems and deliver the highest ROI with rapid time-to-value. Vertek's focus on telecommunications business and technology for both legacy and next-generation environments enables the company to maximize customer experience, drive new revenue, and manage costs with robust solutions for clients.

Headquartered in Colchester, VT, Vertek supports communications services providers (CSPs), managed service providers (MSPs), and large enterprises at the pace their businesses are changing. The team combines industry-leading knowledge, flexible packaged solutions, and agility to quickly move clients into a competitive advantage within rapidly and ever-evolving technology and market conditions.

CHALLENGE

Increasing complexity in regulatory requirements and complicated processes were hindering Vertek's ability to execute.

SOLUTION

CyberStrong's streamlined workflows, intuitive dashboards, and process automation significantly improved Vertek's ability to achieve and maintain compliance and manage risk.

BUSINESS CHALLENGE

Advanced Customer Requirements | Siloed Risk and Compliance Processes | Using Spreadsheets

Stricter requirements from customers continued to arise as Vertek continued to expand its customer base throughout the last few years. Vertek has always prided itself on its internal security posture and rapid adoption of cybersecurity best practices. Both information security leadership and business management felt that an integrated approach to documentation and assessments, policies, procedures, and remediation action planning was necessary to continue to use their internal security posture as a foundation to grow the business further. Vertek used a combination of tools, including spreadsheets, slide decks, and ticketing systems to manage compliance and risk assessments- a non-integrated approach to GRC that led management to search for a more automated approach. Vertek Network and Systems Engineer Zachary noted: "We had the data of where we stood against ISO 27002; however, we didn't have a central repository nor the ability to prove that everything we said was in place truly was because we lacked a system of reference and organization necessary to facilitate a proactive approach to compliance and risk management." When the Department of Defense DFARS 252.204-7012 regulation came out, Vertek had to address it quickly and hoped to improve its overall risk and compliance program in the process.

“ We had a focus on risk and compliance but didn't have a solution that would make it scalable, easy to manage, or provable for customers and our leadership. We used a mix of spreadsheets, word documents, and others before finding CyberStrong and realizing the advantages of an integrated risk management solution.”

SOLUTION: CYBERSTRONG IRM

Unified Risk and Compliance Management | Automation | Agile, Real-Time Reporting

“ CyberStrong's ability to present clear graphics and credible metrics is extremely beneficial. We've achieved cybersecurity program maturity in calculated phases as opposed to attacking it all at once. Once we baselined on our first assessment, we ran the optimization report and reviewed it with management. My VPs instantly understand where we are and what we need to prioritize to get audit-ready.

Since Shawn joined Vertek, he has helped the company achieve DFARS compliance as well as proactively address the new Cybersecurity Maturity model Certification (CMMC). The process of assessing where the company stood on a wide range of compliance controls was inherently more efficient and accurate due to CyberStrong. The team continues to use the platform's assessment and executive dashboards to give weekly updates to executive management. Transferring data from one framework or standard to another is seamless with the platform's granular and automated crosswalking and cloning capabilities. At this point, Vertek has continued to use CyberStrong for years and has innovated its integrated risk management approach.

“ Every aspect of the platform is built based on real customer feedback. The support I get is incredible. It's not just a piece of software, but also the service it comes with. The product team is open to adapting the software to meet our needs. From our Customer Success Manager to the cybersecurity experts; these are people that help me innovate my own way of doing things using their support and the platform to make it happen.”

Achieved

- ▲ Confidence in their ability to address customer compliance requirements with agility.

Empowered

- ▲ The team to work with the efficiency and impact of an organization over twice their size.

Obtained

- ▲ A unified approach to cybersecurity program management from assessment to Boardroom.