



***Industry Case Study:
Government Contractor***



Table of Contents

- 1) Introduction – Government Contractor
- 2) Company Profile
- 3) Situation Analysis
- 4) Solution & Results
- 5) Value Added Services
- 6) About Concertium

Introduction – Government Contractor

The government and defense contractor industry faces a host of challenges. These include:

- 1) Handling cybersecurity risk
- 2) Protecting their business data
- 3) Creating a disaster recovery plan
- 4) Understanding strategic planning
- 5) Staying abreast of new technology

Most small business owners are aware of their challenges in keeping up productivity. Ensuring employee efficiency and having the company running smoothly are daily goals. Technology challenges play a major role in overall time management. There are a variety of services available to leverage technology. Small business owners must educate themselves and understand that these issues have to be tackled one at a time. Hiring a Managed Services Provider for IT support and digital transformation is the first step in the process.

Case Study Profile – Government Contractor

In the government and defense contracting industry, compliance related issues are commonplace. With the possibility of administration and party changes happening every two to four years, the rules governing this industry offer additional complexities. Although more compliance issues may arise, it is essential to give attention to the policies that influence government contracting.

In this case study, we supported a defense contractor founded in 2004. The company is ranked in the top 65 of woman-owned contracting firms among U.S. federal agencies. It is the largest woman-owned federal contracting firm headquartered in Tampa, Florida.

In 2018, our client was awarded the largest contract to a woman-owned business in the history of the U.S. Special Operations Command (USSOCOM) headquarters. The five-year, \$375M Enterprise-Wide Training and Exercise Program Support (UEWTEP II) contract provides management and subject matter experts to USSOCOM worldwide.

The company is located in the Tampa Bay area, and they are a firm focused on Federal contracts, with a woman-owned management team serving the U.S. Department of Defense, U.S. Department of State, and USAID. They have between 200-500 employees, and they generate revenues between \$25-\$50 million each year. With 15+ years in business, they specialize in the policy, management, and operational needs of U.S. government clients.



Situation Analysis

The client came to Concertium because their expansion plans into the government sector required them to be National Institute of Standards and Technology (NIST) Compliant to be awarded Department of Defense (DOD) contracts. The President of the company met with us to receive a Cybersecurity Maturity Model Certification (CMMC) assessment.

This engineering firm had a small IT department that was employed in-house, and they were looking to add co-managed IT support to supplement their team. The existing tech team had previously migrated their email and file storage from Rackspace and Egnyte respectively to Office 365 and Sharepoint. After we completed their CMMC assessment and reviewed the findings, we determined that an additional layer of security was necessary.

Solution & Results

Concertium implemented a product from Okta, Inc. as a single-sign-on (SSO) solution to secure the logins to their identity server for Microsoft Office 365. At the same time, we pulled Jamis Prime and Namely under the Okta umbrella as well, which they utilized as their time-tracking applications required for Department of Defense (DOD) work.

This SSO solution allowed us to monitor and support their logins and make sure that any possible breaches or attempts to breach were thwarted before there could be a more serious issue. From the beginning we assisted them with the deployment of such security features as Bitlocker drive encryption and Remote Management and Monitoring (RMM) tools and virus protection to keep their systems safe.

With our tools in place we were now better suited to help manage their IT Infrastructure. With their growth, we have also taken ownership of the hardware ordering and initial software set-up for all new hires. This includes ordering the laptops and all the peripheral accessories including monitors. This has helped their IT team focus on the other tasks they need to do to keep their side of operations running.

With the rapid growth they were experiencing, they decided to rebrand themselves as they were now able to bid and work on projects more globally. With our support we assisted them with migrating to a new website domain, and we oversaw that migration process to eliminate such issues as problems and account syncing timeouts between Okta and the subsystems.

Value Added Services

There are several types of advanced services that Concertium can only provide to existing clients. These are not offered as one-time purchases to companies who are not customers. For this customer, we assisted in the implementation of Meraki firewall devices to keep the networks their employees were working on secure. We also implemented the use of CrashPlan to back-up all their computers to prevent data loss.

We now utilize our tools to monitor the health of their systems, such as the hard drive space and general performance of their machines. We also monitor their Cisco Meraki network switches for anything that would appear out of place. We have regular calls to discuss upcoming projects and needs so that we can make sure they get everything they need in a timely manner. We help to keep their IT infrastructure up and running and intact so that they can continue to grow and be prosperous.



About Concertium:

Concertium provides simplicity and peace of mind to SMB's with solutions that unravel the complexity of technology. Our security and IT management expertise deliver full transparency with surprising affordability. We also offer a full spectrum of software development projects.

For a free analysis of your company's IT support and development needs, contact us today:

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