

Why Trustwave Was Chosen as the Managed Security Services Provider for a Global Construction Company

CASE STUDY

A North American-based international construction services company, with a workforce of over 10,000 employees and an impressive portfolio of over 1,000 projects annually, was in search of a new Managed Security Services Provider (MSSP). Operating on a global scale, the client's projects span a wide array of building types, including office complexes, sports facilities, and more. With a rapidly expanding footprint and a growing dependence on digital technologies, the company recognized the need for a robust cybersecurity strategy to safeguard its critical infrastructure and data. After careful consideration, the company selected Trustwave as its MSSP partner.

The Challenge

The client's internal security team, consisting of about four members, struggled to meet the growing demands of securing the organization's expansive network.

Despite its best efforts, the in-house team was overburdened and unable to provide the level of expertise, support, and resources necessary to protect the company from evolving cyber threats. The firm had been working with an existing MSSP, but this partnership fell short of expectations. The client felt that the vendor was not providing the strategic guidance, transparency, or the advanced expertise needed to help them grow its cyber resiliency and security posture.

Furthermore, the company had recently transitioned to a Microsoft E5 environment and was eager to maximize its investment in Microsoft's security solutions. They needed a partner capable of leveraging these licenses effectively, not only to optimize return on investment but also to create a more secure work environment for its employees across multiple global locations.





The Solution: Trustwave's Expertise and Flexibility

Trustwave's expertise in cybersecurity and its comprehensive Managed Security Services offering positioned it as the ideal partner to help the client address its challenges. One key factor in the client's decision to choose Trustwave was its specialized Microsoft E5 implementation and accelerator program. Trustwave's deep understanding of Microsoft's suite of security tools and its ability to unlock the full potential of the client's Microsoft licenses was a major selling point. This expertise would ensure the client not only received a strong return on investment but also a more secure operational environment as they continued to scale.

Another crucial factor was Trustwave's technology-agnostic approach. The client had a complex IT environment, and Trustwave's ability to seamlessly integrate with multiple vendor products provided a significant advantage.

This flexibility gave the client confidence that Trustwave could work with its existing systems, including its current QRadar SIEM (Security Information and Event Management), and manage the migration to Microsoft Sentinel within the next 6-12 months. Trustwave's long-standing relationship with Microsoft further solidified the decision, as the client recognized Trustwave's ability to help them navigate the intricacies of its Microsoft-based security solutions.

Trustwave's services, which included co-managed SOC (Security Operations Center) and SIEM management for QRadar, along with Managed Extended Detection and Response (MXDR) for Microsoft Defender, aligned perfectly with the client's needs. These solutions would help the company maintain security visibility, improve threat detection, and enhance incident response capabilities across its global operations.

Why Trustwave

The client's decision to partner with Trustwave was driven by a number of factors. Trustwave's vast experience in serving thousands of MSSP clients worldwide made it a trusted and reliable partner for improving the company's cyber resiliency. The team's deep cybersecurity knowledge, combined with its flexibility to manage the client's existing SIEM solution while facilitating the transition to Microsoft Sentinel, demonstrated Trustwave's ability to adapt to evolving needs.

Additionally, Trustwave's ability to scale its services as the client planned to bring on additional subsidiaries and partner companies made them an ideal long-term partner. The client recognized that Trustwave's proactive approach to cybersecurity, combined with its ability to provide comprehensive support for both current and future needs, would help protect the organization's assets and data as it continued to grow.

In the end, Trustwave's expertise, flexibility, and commitment to customer success were the key factors that led to its selection as the MSSP of choice for this global construction services company.

