

CUSTOMER STORY



FULL MANAGED SECURITY SERVICES

COMPANY

Bouche & Clarke Benefits, Inc. is a client-centric benefits broker and consulting firm. Their philosophy is to work closely with their clients to fully understand their goals, expectations and concerns in order to develop customized solutions to meet those needs.

In a highly evolving industry, their philosophy, approach, process and commitment distinguish Bouche & Clarke Benefits, Inc. Their extensive industry knowledge and experience give them the confidence to know that they provide their clients with high-quality services.

CHALLENGE

As Bouche & Clarke continued to grow, their need for a higher level of support also grew. Due to the sensitive nature of their business, they needed a high level of security driven by compliance and stringent regulations, such as NYS DFS. With an expanding team, they required employee security training to comply with industry-specific protocols. Their aging technology required an upgrade to limit downtime and daily frustrations. Bouche & Clarke was looking for a company that would be more than just a technology provider, but a trusted partner and advisor that also offered competitive response times and had experience authoring comprehensive security policies and documentation.



(518) 638-2020



INFO@ADKTECHS.COM



ADKTECHS.COM



SOLUTION

As a part of the on-boarding process, ADKtechs conducted an initial assessment to document Bouchey & Clarke's environment. This assessment would later help guide and build their IT roadmap & security policies, a key component of our MSSP program.

We then imported all their data into our IT documentation software, allowing us to not only document our customer's environment, but to guarantee efficiency, transparency, and a consistent level of support throughout the length of our engagement. No matter the size of your business, documentation is essential to maintain a healthy IT environment.

As always, ADKtechs followed our three-pronged approach to cyber security. First, we assess our client's network. We conduct an inventory to find out what kind of data the business has, how it is handled and protected, and who has access to it. Next, we address any deficiencies and work with our client to create a management and remediation plan based off of our findings, prioritizing tasks based on severity. Lastly, we maintain the organization's integrity, ensuring that business changes don't create new vulnerabilities.

RESOLUTION

Thanks to ADKtechs, Bouchey & Clarke can now feel confident that the health of their network is secure for years to come. Our proactive maintenance and support paired with hardware updates keeps the client up and running, while our employee security training reinforces best practices and keeps cyber security top of mind for all personnel. ADKtechs reduced Bouchey & Clarke's security risk score by 65% in the first year of our relationship. Our quarterly business reviews and IT roadmap ensure that ADKtechs and Bouchey & Clarke are always on the same page while moving toward the future together.



We make technology work for you



(518) 638-2020



INFO@ADKTECHS.COM



ADKTECHS.COM