



SYNTEREX

CASE STUDY:

Synterex Partners with a Cyber Security Company to Architect and Maintain Their Fleet of Devices

Background & Introduction:

- One of our partners introduced us to a cyber security company that expressed a lack of confidence in their Workspace ONE UEM environment and the people managing it. They had a relatively new IT department and needed guidance managing their device fleet, which consisted of macOS, Windows, and Linux devices.
- Initially, the client requested a health check to determine if there were any misconfigurations, deviations from best practices, or immediate security risks.
- After completing the health check and reviewing the findings with the client, they requested remediation of the identified issues. Subsequently, they offered us a part-time position to lead the management of their devices.

Agile Approach Benefits:

- With continuous technological advancements, our team stays updated on best practices and recommendations from companies like Microsoft and Apple to securely manage devices. We implemented changes such as enhancing password complexity and enforcing encryption to bring the client's devices into compliance.
- We delivered 32 application deployments that required rigorous testing and support. Quality assurance is key to both our reputation and the trust we build with our clients, giving them confidence in our ability to manage such a vital part of their company.
- We conducted weekly check-in calls to stay on track, collaborate with different teams, and ensure transparency and alignment with project goals.

Significant Achievements:

- Synterex brought all devices into compliance based on the client's security standards.
- We deployed and managed Office 365 across all their devices, including implementing security controls to protect the use of various applications.
- We optimized numerous manual processes that the help desk had to perform during onboarding or by ticket request.
- We developed methods to manage Linux devices through Workspace ONE UEM.

Current Partnership & Outlook:

Synterex continues to work with this client, and they have requested additional resources for other projects.

This one-pager provides a comprehensive overview of Synterex's significant contribution to a cyber security company by architecting and maintaining their fleet of devices. Highlighting the initial health check, remediation efforts, and ongoing management, it emphasizes Synterex's agile approach and key achievements, including the compliance of all devices with security standards, efficient deployment of Office 365, and the optimization of help desk processes. This document also underlines the expanding partnership and continued collaboration with the client, showcasing Synterex's commitment to excellence and our trusted role in managing vital aspects of the company's IT infrastructure.