How CIT Expanded Enterprise Security Without Building a Bigger SOC

Case Study

BUSINESS INITIATIVE:

- Improve security visibility while creating a more scalable managed security offering

ORGANIZATION: CIT

Partner Level

Platinum

Partner Since

June 2025

New Clients

30

Win Rate

47%

→ Background

For more than 30+ years, Computer Integration Technologies, Inc. (CIT) has helped organizations throughout Minnesota and across the United States simplify technology management. As a full-service IT consulting firm, CIT provides managed IT, cybersecurity, application development, low-voltage infrastructure, governance, and incident response services to organizations in healthcare, manufacturing, financial services, government, and other regulated industries.

As customer security requirements became more sophisticated, CIT sought a managed extended detection and response partner that could strengthen its security practice while allowing its team to focus on delivering strategic value instead of simply monitoring alerts.

→ Challenge

Before partnering with ArmorPoint, CIT had firsthand experience building and operating its own SOC while also working with several SIEM platforms. That experience exposed many of the challenges managed service providers face as they scale security services.

- → **Alert fatigue** consumed valuable engineering resources
- → Recruiting and retaining skilled SOC analysts became **increasingly expensive**
- → Some security providers relied on overseas SOCs, creating **compliance concerns** for regulated customers
- → Legacy SIEM platforms **lacked flexibility and evolved slowly**
- → Consumption-based **pricing scaled unpredictably** as customer environments expanded

For an MSP serving highly regulated industries, these challenges made it increasingly difficult to scale security operations without compromising the visibility, responsiveness, and confidence customers depended on to meet their security and compliance obligations.

According to Nate Schmitt, Director of Cybersecurity at CIT, every customer ultimately wants answers to three simple questions:

"How do we know we're secure? How do we know we're getting value? And is there anything we need to be concerned about?"

Finding a partner that could confidently answer those questions became CIT's priority.

> *"ArmorPoint helps us answer three critical questions: How do we know we're secure? How do we know we're getting value? And is there anything we need to be concerned about?"*

Nate Schmitt
Director of Cybersecurity, CIT

→ Why CIT Chose ArmorPoint

After evaluating multiple managed security providers, CIT selected ArmorPoint because it helped answer the questions customers care about most.

How do we know we're secure?

ArmorPoint's U.S.-based 24/7 Security Operations Center continuously monitors customer environments, investigates suspicious activity, and **works alongside CIT's internal SOC to identify and respond to real threats.** Rather than replacing CIT's security team, ArmorPoint extends it, allowing both organizations to operate as a single, collaborative security practice.

How do we know we're getting value?

Unlimited log ingestion, centralized reporting, and rich telemetry give customers complete visibility into their security programs without worrying about unpredictable data-based pricing. Instead of simply collecting logs, ArmorPoint delivers **meaningful insights that help customers understand both their security posture and the value of their investment.**

Is there anything we need to be concerned about?

ArmorPoint combines AI-accelerated alert triage with 24/7 expert-led threat hunting and investigation to help customers identify and respond to threats before they become business disruptions. **Continuous monitoring, centralized visibility, and rapid analyst validation** ensure suspicious activity is quickly identified, investigated, and escalated. Through ArmorPoint's Security Score and Global Partner View, CIT can quickly assess the security posture of every customer from a single dashboard, **prioritize organizations that need attention, and proactively address emerging risks**, giving both CIT and its customers confidence that they'll know when something truly requires action.

→ Outcomes

→ More Strategic Security Operations

By shifting Tier 1 alert investigation to ArmorPoint, CIT's security team now spends less time reviewing routine alerts and more time delivering strategic services, including customer security reviews, governance, reporting, architecture guidance, and business consulting.

> *"In a lot of situations, you have that one customer generating 35 security alerts every single day. Having ArmorPoint handle the initial triage is huge—otherwise we wouldn't have the bandwidth to do everything else our customers need us to do."*
>
> *Nate Schmitt, Director of Cybersecurity, CIT*

→ Faster Threat Detection and Response

During one customer engagement, ArmorPoint detected suspicious Microsoft 365 activity that indicated a developing business email compromise. The SOC immediately escalated the incident to CIT's security team, allowing both organizations to contain the compromised account before emails were accessed, data was exfiltrated, or fraudulent financial activity occurred.

The collaborative operating model ensures ArmorPoint focuses on investigation while CIT leads containment, remediation, and customer communication.

→ Easier Customer Conversations

According to Schmitt, ArmorPoint has fundamentally changed how CIT sells managed security. Rather than spending time explaining licensing models, log consumption limits, or technical complexity, the conversation shifts toward business outcomes and measurable value.

> *"We have almost zero problem flipping customers from one SIEM solution over to ArmorPoint because the value is essentially visible on the first call."*
>
> *Nate Schmitt, Director of Cybersecurity, CIT*

→ Predictable Security Costs

Unlimited log ingestion allows customers to expand visibility without worrying about escalating SIEM costs. Instead of deciding which logs to stop collecting, organizations can monitor more of their environments while benefiting from predictable endpoint-based pricing.

→ Shared Visibility Across Teams

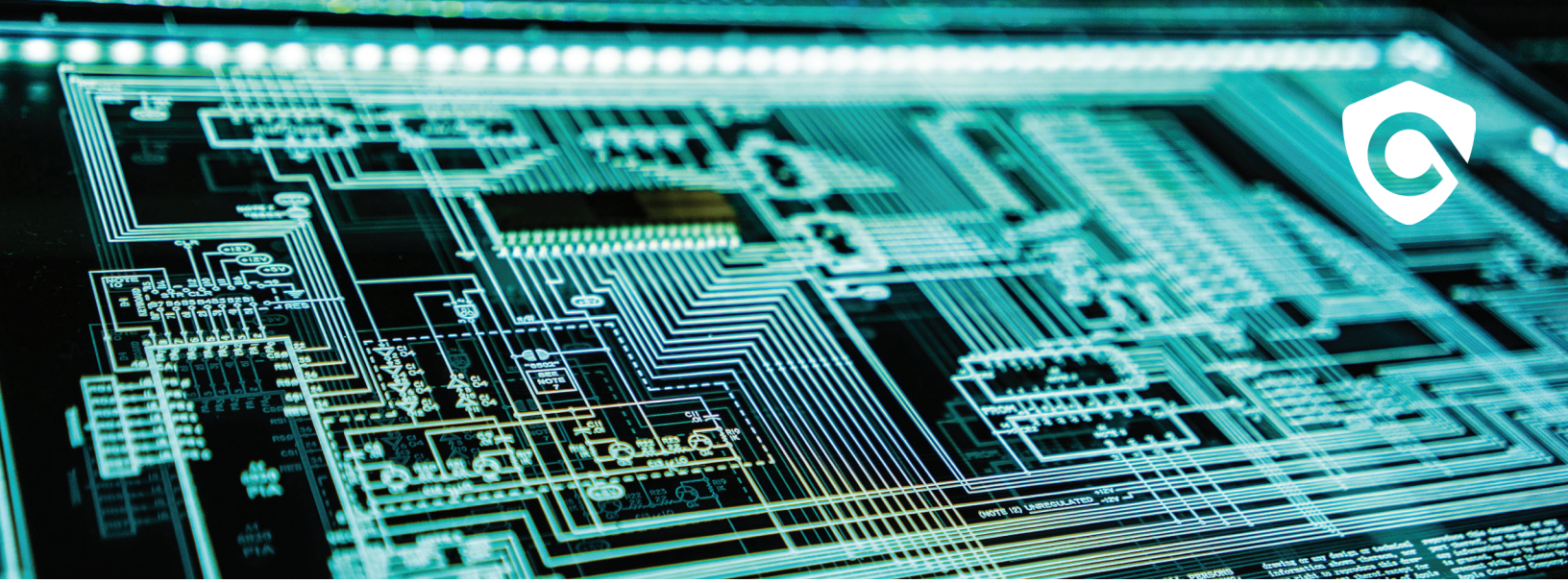
Today, ArmorPoint serves as a central platform connecting security operations, compliance, governance, and incident response. Instead of operating in silos, teams collaborate through shared visibility and workflows, enabling stronger security outcomes while continuing to mature CIT's overall cybersecurity practice.

> *You're basically cross-training your entire team when ArmorPoint is that central platform. You're not just putting a tool in place—you're simultaneously training and developing your own internal team."*
>
> *Nate Schmitt, Director of Cybersecurity, CIT*

→ True Partnership

For CIT, the relationship extends beyond technology. From the first customer conversation through deployment, ongoing security operations, and incident response, ArmorPoint functions as an extension of the CIT security team, helping the company deliver enterprise-grade security while continuing to grow its managed services business.

> *ArmorPoint isn't just our SIEM or SOC provider anymore. It's become a core security partner within our cybersecurity stack."*
>
> *Nate Schmitt, Director of Cybersecurity, CIT*



→ About CIT

CIT is a full-service IT consulting firm headquartered in Woodbury, Minnesota, serving organizations across the United States. The company delivers managed IT services, cybersecurity, cloud solutions, application development, governance, compliance, and incident response for organizations across healthcare, manufacturing, finance, government, and other regulated industries. By combining strategic consulting with deep technical expertise, CIT helps customers improve operational resilience while simplifying technology management.

OFFICIAL WEBSITE:
www.citsolutions.net

INDUSTRY:
Full-Service IT Consulting Firm

EMPLOYEES:
51–200

SERVICES/PORTFOLIO:

> ArmorPoint MXDR

Turn Security into Recurring Revenue Without Building a 24/7 SOC.

Discover how ArmorPoint helps MSPs expand managed security services, reduce operational overhead, and deliver enterprise-grade security outcomes through a true co-managed partnership.

Schedule a demo with an ArmorPoint Solution Expert →