



Empowering Cybersecurity Excellence with ArmorPoint: The HarborShield Partnership

Case Study

BUSINESS INITIATIVE:

Introduce Cybersecurity Services

ORGANIZATION:

HarborShield Cybersecurity



Partner Level

Elite



Partner Since

Nov 2020



New Clients

50+



New MRR

\$1M+

→ Background

Founded in 1995, Harbor Networks, parent company of HarborShield Cybersecurity, began its journey as a regional expert in the design and delivery of voice communication solutions. With a steadfast commitment to delivering quality service, they rapidly expanded their offerings over the years to meet the diverse IT needs of their growing client base. Harbor Networks ventured into providing infrastructure, switching, routing, firewall, and Wi-Fi solutions, becoming a trusted partner for businesses seeking excellence in telecommunications and IT services.

Over the decades, Harbor Networks maintained their steadfast commitment to providing top-notch solutions which led to them building a stellar reputation in the Northeastern United States. Customers flocked to Harbor Networks, not only for their technology services but also to seek guidance on the escalating threats in the digital realm.

In the ever-evolving landscape of cybersecurity, businesses face a multitude of threats that can jeopardize their operations, customer data, and reputation. As businesses increasingly rely on technology, the need for comprehensive and robust cybersecurity solutions has become more critical than ever. Harbor Networks identified this challenge as an opportunity to further support their clients in the Northeastern United States.

To meet this challenge head-on, Harbor Networks elected to partner with a managed SOC (Security Operations Center) provider that could supplement the skills and availability of their in-house security operations team. Harbor Networks' leadership team recognized the necessity of having trusted experts who could monitor, detect, and respond to emerging threats in real-time; however, the demand from their customer base created an urgency that didn't afford the requisite time needed to source, hire, train, and deploy an in-house 24/7 SOC team.

Harbor Networks was faced with the complex challenge of finding a partner that could not only provide managed SOC services but also meet their high standard of service excellence. Additionally, they needed a partner that could deliver a multi-tenant platform, ensuring that they could efficiently and effectively serve multiple clients securely and seamlessly. This platform had to encompass the core capabilities of a healthy cybersecurity tech stack, enabling Harbor Networks to address the diverse and evolving cybersecurity needs of their clientele.

→ Challenge

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You have a lot of options when it comes to SOC's, SIEM, XDR, and MDR. The reality is you're going to have situations come up. And when they come up, you need people that you can trust on the back end. That's the difference. That's why I work with ArmorPoint.

Chief Information Security Officer (CISO)
HarborShield Cybersecurity



→ Solution

→ Expanding Cybersecurity Services

Recognizing the growing demand for cybersecurity services among their loyal customer base, Harbor Networks made a strategic decision to expand their service portfolio with the addition of the HarborShield Cybersecurity division. With this expansion, they embarked on a journey to meet the cybersecurity challenges of their clients and offer them peace of mind in an increasingly complex digital landscape.

→ Strategic Partnership with ArmorPoint

HarborShield's partnership with ArmorPoint, a leading managed security services provider, was a pivotal component of their cybersecurity initiative. ArmorPoint offered a comprehensive suite of services designed to bolster the defenses of organizations against an array of cyber threats.

→ Seamless Integration

The synergy between HarborShield and ArmorPoint allowed for the seamless integration of cybersecurity services into HarborShield's existing IT offerings. This integration was tailored to meet the specific needs of HarborShield's clientele, offering a holistic solution that combined IT infrastructure and cybersecurity services.

→ Visionary Approach

HarborShield's visionary move to meet this challenge was initiated by discussions with their Chief Information Security Officer (CISO). Together, they crafted a compelling business plan that outlined their commitment to offering comprehensive cybersecurity services to their clients, ensuring that their digital assets would remain secure in an ever-changing threat landscape.

→ Accessing Comprehensive Expertise

Through this partnership, HarborShield gained access to ArmorPoint's extensive expertise, cutting-edge technology, and a 24/7 Security Operations Center (SOC). ArmorPoint's managed security services encompassed threat detection, response, and mitigation, providing valuable insights through real-time monitoring and in-depth reporting.

→ Incorporating ArmorPoint's Services

Incorporating ArmorPoint's services into their portfolio enabled HarborShield to provide an all-encompassing security blanket for their customers without the cumbersome and lengthy go-to-market activities associated with building a SOC in-house.

→ Ensuring Business Continuity

HarborShield now had the capabilities to identify and mitigate threats promptly, safeguard sensitive data, and ensure uninterrupted business operations for their customer base.



→ Outcome

The partnership between HarborShield and ArmorPoint bore remarkable fruits. Clients who had previously struggled with cybersecurity challenges found respite in HarborShield's newfound ability to address their concerns with expertise and efficacy.

HarborShield's clientele quickly recognized the value of their expanded services, and the company became a one-stop-shop for telecommunications, IT infrastructure and cybersecurity solutions. This holistic approach strengthened their position in the market and garnered customer trust as a reliable partner in the battle against cyber threats.

In particular, their CISO's vision and HarborShield's commitment to cybersecurity allowed them to not only protect their clients' assets but also to proactively identify and address potential threats. This approach has resulted in a significant reduction in security incidents, saving clients from potential breaches and financial losses.

The success of HarborShield's partnership with ArmorPoint demonstrates the power of strategic evolution. By recognizing the needs of their customers and aligning their services accordingly, HarborShield has cemented its reputation as a leading provider of both IT and cybersecurity services in the Northeastern United States. With ArmorPoint as their trusted cybersecurity partner, they continue to provide top-tier protection to their clients, ensuring their digital landscapes remain secure in an ever-changing threat environment.



→ About HarborShield Cybersecurity

All businesses face cybersecurity challenges. Risks to critical assets may be intentional or negligent, they may come from determined criminals or careless employees, they may cause minor inconveniences or significant damages and they may result in severe financial penalties, loss of public trust, and damage to corporate reputation. HarborShield Cybersecurity builds customized programs to help guide organizations through the cybersecurity maturity process.



INDUSTRY:

Cybersecurity Services & Consulting

EMPLOYEES:

50+

Cybersecurity Program
Management

vCISO

Incident
Response

SOC/SIEM/XDR