



# CASE STUDY

A government contracting firm selected Thrive to grow its IT infrastructure and meet regulatory compliance.

## CHALLENGE

A fast-growing government contracting firm with hundreds of existing consultants plus the addition of 15 to 18 new hires each month lacked scalability with its current managed services provider (MSP). The company also had security concerns while meeting NIST compliance requirements and was not pleased with the current MSP's quality of work with poor visibility into reporting dashboards.

## SOLUTION

Thrive's robust platforms and custom integrations with existing platforms seamlessly upgraded the firm's outdated technology with a secure, scalable and efficient IT infrastructure. Thrive implemented Managed Enterprise Endpoint Detection and Response (EDR), which offers real-time, proactive security across all devices to help prevent theft and ransomware with automated response and remediation procedures. Thrive implemented its ServiceNow onboarding and workstation deployment, which is a Cloud-based client portal that creates, routes and closes IT support requests. Other solutions deployed included Managed DNS Security, Managed Security Awareness Training, PC and Mac Patching with 3rd Party, Managed Microsoft 365 and IT Pros.

## RESULT

Thrive was instrumental in making business operations, onboarding procedures and internal end-user support efficient, secure, scalable and NIST compliant. Through ServiceNow, the government contract firm began to immediately access all the processes, tools, bi-directional synchronization of records and real-time co-managed digital workflow with Thrive. In addition, the firm recognized increased operational efficiencies and reduced costs from the automated platform with self-service capabilities to manage workflows and data for reporting and regulatory requirements.



## Government

### Services

- Managed Enterprise EDR
- Managed DNS Security
- Managed Security Awareness Training
- PC and Mac Patching with 3rd Party
- ServiceNow Advanced Onboarding with Workstation Deployment and Configuration
- Managed Microsoft 365

How can Thrive help your business?

To learn more about our services, contact us at 866.205.2810 or [info@thrivenetworks.com](mailto:info@thrivenetworks.com)

