



## Case Study

## Security and Networking Needs



MXOtech provided IMI's IT team with access to MXO's enterprise-level management tools, including networking management software, inventory management, and ticket management.

## Background

*Industrial Magnetics Inc* is a manufacturer of magnetic products for a wide range of industrial and commercial applications. IMI is the industry's leader in designing, engineering, and manufacturing permanent and electromagnetic solutions for its customers.

The company hired MXOtech to co-manage its IT services alongside their in-house IT and leadership team. During the pre-onboarding process, MXO took inventory of all software and hardware and assessed current cybersecurity to identify any vulnerabilities they had in place.

## The Approach

MXOtech provided the client's IT team with access to MXO's enterprise-level management tools, including networking management software, inventory management, and ticket management. As a result of having access to these tools, they can adequately manage all assets and roll out updates, keep an inventory of documents and pictures, and utilize MXO's ticket management system.

Along with network management, MXOtech's security team implemented security protocols, including anti-virus, anti-malware, end-point security detection, multi-factor authentication (MFA), and ongoing employee security training. By increasing IMI's security stack, they were given a discounted cyber liability insurance rate.

In addition to establishing security protocols, MXOtech provided ongoing security training for IMI's staff members. A schedule was put into place for IMI and MXO teams to meet regularly to discuss IT strategy, budgeting, and short and long-term recommendations.



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By increasing IMI's security stack, they were given a discounted cyber liability insurance rate.

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### Outcome

- IMI can properly manage all assets and roll out updates
- IMI has an inventory management system that allows all hardware and software to be documented
- IMI has access to an enterprise IT support ticket management system
- IMI secured a lower insurance premium as a result of having additional security protocols put into place
- MXOtech rolled out MFA and ongoing security training for 80 users
- Ongoing technology business reviews with IMI and MXO for IT strategy planning and budgeting

### Technology

- Anti-virus
- Anti-malware
- End-point security
- Inventory management system
- Multi-factor authentication
- Ticket management system

