



CASE STUDY

Contract Manufacturer Boosts Cybersecurity

Summary

A co-managed IT service relationship enables Covalence to boost their cybersecurity posture with advanced zero trust technologies. The Covalence IT team enjoys a smooth working relationship with their outsourced partner, while benefiting from proactive IT maintenance, advanced cybersecurity services, and ongoing strategic IT advice.

Our Role

Co-managed IT services and support

Proactive patching and maintenance

Advanced cybersecurity services

The Challenge

Covalence is a 30-year-old contract manufacturer that specializes in skincare products. With a factory located in Chandler, AZ and 130 employees, Covalence has been a loyal client of Snap Tech IT for nearly six years.

Before partnering with Snap Tech, Covalence was challenged by the poor service delivery and support from its prior MSP partner. Proactive maintenance and patching are essential to maintaining a strong cybersecurity posture. Unfortunately, Covalence's prior provider was always in reactive mode, often scrambling to properly patch and maintain their systems. There was also a sense that the provider was failing to provide the necessary cybersecurity advice, exposing the business to unnecessary risk.

The Solution

Snap Tech IT delivers co-managed IT services and support to Covalence. John Dennison is the Supply Chain Manager at Covalence. John and one other colleague look after the internal IT needs of the Covalence staff, while partnering with Snap Tech for proactive IT maintenance, cybersecurity services, special IT upgrade projects, and ongoing strategic IT advice.

After partnering with Snap Tech, concerns about proactive patching and system maintenance are now a thing of the past. The Covalence team and Snap Tech team have a smooth working relationship, where frontline help desk support is provided internally and more advanced tickets get escalated to the level two and three techs at Snap Tech. This gives Covalence the best of both worlds, with fast and friendly on-site support delivered internally, a team of experts on-call at Snap Tech to resolve the more complex IT challenges.

This effective working relationship has enabled Covalence to consistently upgrade and improve its IT infrastructure over time, while boosting their cybersecurity posture. Snap Tech takes the lead on all network and infrastructure projects and upgrades. Recently the team has focused on improving the cyber defenses with zero trust technology from Threat Locker. This new solution results in a more stable IT environment, enforces change control, and prevents the unauthorized installation of malware or ransomware. Zero trust technology requires expertise and ongoing support. Snap Tech supplies the ongoing change control management and support to streamline the process for Covalence and its users.

The Results

Snap Tech IT delivers Covalence an efficient IT service partnership. The strong working relationship has allowed the team to focus on strategic IT initiatives, such as the implementation of cutting edge, zero trust security technologies. Secure and efficient IT operations enable the team at Covalence to focus on their business of manufacturing skin care products and serving their growing customer base.

