

CASE STUDY

FORTRESS BUILDING PRODUCTS



SITUATION

Headquartered in Texas with locations around the world, Fortress Building Products is one of America's leading manufacturer of outdoor/indoor building materials for the fence and railing market including, framing, pergola, and lighting categories. FortressBP saw other similar organizations getting hit with ransomware and recognized they were too vulnerable a few years back. They realized they had outgrown the Mom & Pop shop they used to be, and their fast-growing business had increased their attack surface.

“Realizing this expanded risk, FortressBP and the partner that provides their ERP solution, SMB Suite, doing research and found Critical Insight, to help us build a great security posture quickly,” said Senior System Administrator Peter Pham.

MDR SOLUTION

Fortress BP's priority was 24x7x365 Managed Detection Response. They are staffed 8am-5pm and wanted to make sure a SOC was watching the network with “eyes on glass” around-the clock. Critical Insight's MDR solution has met this need. “I was out and about on one weekday evening when I got an alert,” remembers Pham. An employee using a VPN had clicked a malicious link. “I knew I couldn't get to the office quickly and was trying to deal with it on my phone, so knowing I could count on Critical Insight's SOC was really great.”

vCISO SOLUTION

Fortress knew it had to improve its security posture even further. They engaged a Critical Insight vCISO, or Virtual CISO, to address policies, procedures, and incident response planning. Pham felt like he could do a lot of the work himself but didn't have the bandwidth. Critical Insight's vCISO quickly got to work building a custom incident response plan for Fortress. They then got the leadership together for a tabletop exercise. Pham thought it was great.

"When an incident happens, you are under a lot of pressure. You think people know what to do, but without a plan they really don't. Having it defined and well tested helped a lot." Pham also thought it helped his leadership understand what could go wrong in a cyberattack so they could be better prepared. Pham and his team are looking forward to their next tabletop exercise.

The relationship between Fortress BP and Critical Insight continues to grow. Pham thinks of the vCISO like a company team member. "It feels like team member relationship. We trust them. They know us well and help us develop the custom documentation we need." Fortress plans to get SOC 2 certification next, and they are beginning that journey with Critical Insight now.

Today, Fortress BP has a more elevated security posture than ever before and continues to improve every day.





TALK TO ONE OF OUR CYBERSECURITY EXPERTS.



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