



Axcient

CASE STUDY

Axcient

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THE CHALLENGE



Axcient provides business continuity and cloud migration solutions for Managed Service Providers (MSPs). The Axcient Business Availability suite—which includes Replibit, BRC, CloudFinder, Anchor, Fusion, and the Axcient Cloud—enables MSPs to build secure technology stacks for their customers. Trusted by MSPs worldwide, Axcient protects businesses data and continuity in the event of security breaches, human error, and natural disasters.

MSPs use data backup and recovery solutions, like Axcient, to provide their customers with continuous access to business-critical services and information. If the cloud service provider experiences a data breach or leakage, the MSP is responsible for any of their customers' information impacted—protection of backup and recovery clouds is paramount to maintaining the security of the supply chain.

Recognizing that there is often protected information stored in data backup and recovery clouds, malicious actors now often target these solutions. Cybercriminals focus on infiltrating cloud servers to destroy data or inject ransomware and malware. If successful, the ransomware or malware then infect the MSPs and their customers.

MSPs and their cloud enabling technology partners need to provide secure solutions that maintain effective controls over the data environments.

An important market differentiation for Axcient's is their security. If their customers lose a server, system, application, or data center, they trust in Axcient's applications and cloud-based platform to recover data to stand up their servers and get back to business. As part of their business continuity and disaster recovery programs, MSPs and their customers can rely on Axcient's ability to maintain data integrity and availability as well as confidentiality.

THE SOLUTION

Proactive Continuous Monitoring

Standards and regulations increasingly require organizations to monitor not only their own environment, but that of their third-party business partners. Recognizing the need to stay one step ahead of cybercriminals, Axcient uses SecurityScorecard's data-driven machine learning platform to gain visibility into both their security profile as well as their competitors on a daily basis. With this visibility they are able to update software daily to prevent data leakage arising out of bugs and issues that accompany software.

Risk and Remediation Prioritization

The daily bombardment of alerts and identified issues makes prioritization difficult. While organizations often recognize the need to resolve an issue, they have a hard time determining the order of importance. Axcient's overarching security program includes escalation and prioritization of public facing issues that a third-party or malicious actors could exploit.

Business Operations and Security Risk Department Synergies

Axcient's leadership engages in more meaningful conversations with the engineering department with the use of SecurityScorecard's easy-to-understand ratings. The engineering department was able to better educate leadership leading to stronger management oversight and stronger cyber aware culture which, in turn, strengthens the organization's overarching cybersecurity.

Real-Time Insights

Cybercriminals continuously evolve their threat methodologies. As such, security one day can lead to a breach the next. Axcient reviews their security ratings daily and looks at the correlated risks in their market by reviewing their competitors' risk thresholds to review changes across the industry's environment and gives them the ability to preemptively address those issues.

As a data backup and recovery solution, Axcient's brand relies on security. Industry insights that enable their proactive remediation activities also allowed the security and risk management team to build a stronger relationship with the marketing department. Axcient uses SecurityScorecard's platform to review correlated risks impacting the industry. The easy-to-read security rating enabled informed conversations between the security team and sales team. These discussions allowed the sales team to position Axcient as a leader in security during conversations with potential customers.

Decision Making Capabilities

Whether acquiring other companies or new technologies, early discussions need to focus on security. However, vetting companies takes time. Axcient's ability to review security postures earlier rather than later enables more efficient decision making.

THE RESULT AND BENEFITS

Key Performance Indicators

Axcient uses SecurityScorecard's security rating to review performance. They use their security rating to ensure that their continuous monitoring also leads to continuous compliance. If a new threat on the internet is identified with them, they immediately act to remediate and secure the environment. Their daily review of their security rating enables them to review their performance on a regular basis rather than waiting for point-in-time audits.

Corporate Culture

A strong cybersecurity stance requires a corporate culture of cyber awareness. Axcient reinforces this by posting their daily security rating in the office. Team members across the enterprise can review the score to assess the organization's daily cybersecurity profile. The pride that the score engenders in the workforce leads to staff taking greater care over their cybersecurity to maintain a strong program.

Customer Support

During the onboarding process, Axcient worked with SecurityScorecard's customer support team to resolve false positives and ensure that the cybersecurity posture they measure and monitor daily is a reflection of their environment's risk.

Technology service providers need to focus on security in ways that build trust with business partners and those companies' customers. By creating an interdepartmental knowledge base for security using SecurityScorecard's easy-to-read security ratings, everyone from leadership down through the company could identify issues, have meaningful conversations, and establish cyber confidence. These cross-enterprise conversations built stronger relationships between the security team, leadership, and marketing that focused on security's benefits. Additionally, the public nature of SecurityScorecard's data collection means that they can confidently leverage their score as a differentiator when working with potential customers.

ABOUT SECURITYSCORECARD

Funded by world-class investors including Silver Lake Partners, Sequoia Capital, GV, Riverwood Capital, and others, SecurityScorecard is the global leader in cybersecurity ratings with more than 12 million companies continuously rated. Founded in 2013 by security and risk experts Dr. Aleksandr Yampolskiy and Sam Kassoumeh, SecurityScorecard's patented rating technology is used by over 25,000 organizations for enterprise risk management, third-party risk management, board reporting, due diligence, and cyber insurance underwriting. SecurityScorecard continues to make the world a safer place by transforming the way companies understand, improve and communicate cybersecurity risk to their boards, employees and vendors. Every organization has the universal right to their trusted and transparent Instant SecurityScorecard rating.



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