

The 44% translated into \$250,000 in savings, which can now be allocated to other school initiatives. “The really great thing about it,” says David, “is the Business Manager helped us write the case study and put it together. He’s standing behind these numbers, confirming this is the real situation and real savings.”

A second example David shares is a new client, a financial services company, who came to OfficeCare with a business problem. “They were going to be audited by the Security & Exchange Commission (SEC) and had to be able to show they had internal email controls allowing them to flag and intercept emails that had potential compliance violations,” he says. If they were not able to demonstrate an effective system, the company risked failing the audit and being fined.

When the company’s current IT provider was not able to solve the problem, they turned to OfficeCare. “We had to develop a system that would catch an email that, for instance, said, ‘I have a hot stock tip for you,’ which is of course illegal,” David explains. This was a challenge because many words could trip detection and send the email to a compliance officer for follow-up: “We had to develop a system that would catch fraudulent activity, but which didn’t have too many false positives, so the compliance officer was not overwhelmed.”

OfficeCare was able to help quickly and cost-effectively: “We were able to turn around a solution within a week. We implemented it and allowed the company to be in compliance.” Best of all, they used a cloud computing solution which had no additional hardware or software cost, making the entire project very low-cost.

A third example involves another financial services firm, but one with a very different problem. As David explains, “If I’m a high-level executive of a company, I think about information technology security in terms of firewalls, hacking in, etc. – which are certainly good threats to consider. But the reality is, statistics say most threats come from internal employees, or from someone walking into your office and compromising security that way.” He gives an example of someone entering an employee’s office at lunch and downloading data from a PC that was left on; or someone posing as a new technician from your IT contractor who needs password information. “If an employee gets a phone call and thinks it’s legit, none of your other security measures matter – and socially-engineered security breaches like this can devastate your organization.”

In the case of this financial services firm, a high-level employee downloaded a malicious trojan while browsing the Internet. The trojan executed a program that tricked the employee into entering sensitive bank account information through a phishing scheme. “This company is engaged in high-profile transactions, and there are numerous accounts that could be compromised in this situation,” David explains.

And of course, the company became aware of the potential problem after hours. OfficeCare’s emergency support team was able to respond immediately, advise them how to mitigate the breach, and remove the trojan.

“Following this, the company had us conduct an IT security assessment, as well as IT security awareness training,” says David. “We identified vulnerable areas and were able to strengthen their security system overall, plus make sure their employees knew proper IT security procedures. Since the initial breach, the company has had no IT security breaches.”

David stresses how important it is that all of us are extra-careful when dealing with any type of secure information: “There is now a very, very sophisticated criminal element of people exploiting others through cybercrime,” he says. “They know how to make it so compelling and convincing that you will go to their website and give away personal and confidential data. That’s why we do security awareness training – to educate end users. Very smart people, who are extremely successful in their careers, have been scammed due to the high level of sophistication these scams are taking these days.”

No matter what type of IT project he’s working on, David has a lot of fun. “It’s very rewarding working on projects like these,” he says. “We’re focused on helping organizations either accomplish business goals or solve problems through technology. Who cares about technology for the sake of technology? To be valuable, it has to accomplish a goal or solve a problem.”

Apparently, OfficeCare’s services are doing this: they have an over 99% satisfaction ratio on customer satisfaction surveys. “I strongly believe in these surveys because it’s easy to drink your own Kool-Aid,” laughs David. “But it doesn’t matter what we think – it only matters what customers think. The day we get disconnected there is the day I get worried.”