



Information Security Services

SUCCESS STORY

UNITED HELPERS MANAGEMENT CO.

Learn how Twinstate Technologies® located malicious code and vastly improved server security.

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THE CHALLENGE

[United Helpers Management Co.](#) has a small IT department servicing 450-500 computer users spread across the St. Lawrence River Valley. The company has 23 locations, including two health care campuses; 19 field offices; a management building; and the Sparks building, which houses the Northern Lights – a partnership effort between Hospice of the St. Lawrence Valley, United Helpers, Canton Potsdam Hospital, and Claxton Hepburn Medical Center, and is one of the only certified home health agencies in Northern New York.

The United Helpers IT department has to be a “jack of all trades, master of none”. It doesn’t have any one person who can focus solely on one discipline. In the words of its CIO, Warren E. Bullock III: “It’s as if we’re standing on a straw roof. At any given time, we could be in a world of hurt.”

We stepped in to help alleviate this fear by addressing the organization’s most urgent and important IT needs.

THE PROCESS

We worked closely with the CIO to gather a wealth of information about the organization and its biggest IT challenges. Ensuring clear communication with the client was crucial to the situation and a successful outcome. After acquiring valuable data, we determined that network and security improvements were fundamental.

First, United Helpers’ network was complex and managed multiple sites from one network, causing congestion and other network-related issues. To resolve this, we broke it into three separate networks.

Second, its security posture was weak. We recommended the expansion of its security measures, beginning at the network perimeter – a major entry point for cybercriminals. Therefore, we deployed our Perimeter Protect™ solution. A fusion of a next-generation firewall and enhanced security services, Perimeter Protect delivers a first line of defense.

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THE RESULT

As the Perimeter Protect solution was preconfigured, the client was able to set it up quickly and with ease. Right off the bat, it did its job. Immediately, it began throwing off alarms that a machine was trying to reach a malicious destination. Perimeter Protect located malicious code in the environment that was attempting to use the system for something it shouldn't. In addition, it found United Helpers' blacklisted IP addresses. By finding this information, the organization was able to eradicate the problem and resolve all issues associated with its IP addresses.

Perimeter Protect has pinpointed many problems occurring on the network, allowing United Helpers' internal IT team to resolve the issues. Moreover, Perimeter Protect has improved the security integrity of the servers and workstations – and given the client peace of mind.

In summary, we ensured success because we took the time to truly understand United Helpers' needs and always maintained solid communication with its IT team. Pairing our concern with our expertise and product offerings, we provided United Helpers with effective solutions.

Take charge of your security. Schedule a [Discovery Call](#) today.