

# Case Study: Upgrade to Neoscope Enterprise Shield leads to Immediate Results

**Client:** Infinite Imaging, Portsmouth, NH

**Challenge:** Infinite Imaging had concerns around the security of their IT systems, Employee security awareness and how exposed they were to seriously damaging security events.

**Solution:** Neoscope Enterprise Shield provides managed security services encompassing security awareness training, Vulnerability Assessments, and dedicated cyber-consulting resources.

**Results:** Infinite Imaging is now proactively protected from cyber-threats through a robust cyber-security posture resulting in the lowest down-time and highest performance of their staff, IT systems, and production in company history.



“Neoscope Shield has helped our company in countless ways. Within one day after full installation, a client sent us a thumb drive for a job project. It was infected with malware which was immediately detected. We were able to proactively protect our systems while our client was very appreciative of our efforts to help them.”

– Bill Hurley, Founder and President, Infinite Imaging

## OVERVIEW

Founded in 1998 by Bill Hurley, Infinite Imaging is one of the top visual communications companies in the New Hampshire Seacoast and Southern Maine regions. Infinite Imaging depends on a strong IT infrastructure to handle a wide range of projects through its digital presses, reprographic scanners and high-speed copiers for black and white and color imaging. Infinite Imaging has three locations: York, Maine; Exeter; and its 10,000 square-foot flagship location in Portsmouth that includes a garage bay for vehicle wraps and a product showroom.

## CHALLENGE:

“We are a digital design firm that depends not only on a robust IT infrastructure but a comprehensive security platform that protects us from malware, ransomware and the ever-growing number of threats,” Hurley said. “One need only look at daily headlines to see the damage that can be done from hacking and virus infections. Businesses that are hacked are those that are vulnerable.”

## SOLUTION:

Implementation of the Neoscope’s Enterprise Shield solution.

In addition to its seamless day-to-day IT expertise, Neoscope partnered with Infinite Imaging to implement its robust cyber-security solution known as the Neoscope Enterprise Shield. This multi-faceted approach to cyber-security protections includes both general and custom-made procedures to protect Infinite Imaging 24/7/365:

- **Security Governance:** “Employees want to do the right thing and policies now guide and govern Infinite Imaging employees actions protecting their business and their data. “Through Neoscope and our newly minted Password Policy, we’ve implemented two-factor authentication for all remote access and have begun using much stronger passwords across our business. Neoscope has helped us become far more cognizant of what we can do to enhance our security,” Hurley said.
- **Security Awareness Training:** Infinite Imaging employees receive regular training, whether online, onsite, or in newsletters, about how to avoid common cyber-attacks that could bring their business down.
- **Advanced Web Protection:** Even antivirus vendors acknowledge that their products are imperfect. Infinite Imaging has taken advantage of DNS-based web protection that complements antivirus to provide a more immediate response to emerging online threats.
- **Vulnerability Assessments:** Neoscope Shield tests and shares with Infinite Imaging critical risks identified in their website and firewall through periodic vulnerability assessments.
- **Email Security:** Infinite Imaging utilizes anti-spam tools to keep their inboxes secure. Email encryption provides iron-clad protection of critical data such as SSN’s, PCI, and HIPAA.
- **Employee Phishing Testing:** phishing testing of employees can reduce click rates from 23% down to 1%.
- **CISO Consulting:** Regular meetings, newsletters, and conversations between Infinite Imaging and our CISO and security team to keep Infinite secure, answer their security questions, and protect the business from continually evolving threats.

## Forging Partnerships with Neoscope Shield

“We increased our service level with Neoscope for a simple reason: they have delivered a sustained standard of professional excellence far more than they promised,” Hurley explained. “The Neoscope Shield team knows the meaning of being proactive and their emphasis makes them a truly effective IT AND cyber-security partner for us.”

“Implementing a defense-in-depth cyber-protection program through the Neoscope Shield is no longer a luxury but a necessity given the diversity and frequency of attacks on businesses. Neoscope Shield offerings build security into your business, letting you focus on your business, providing you peace of mind!” said Neoscope’s CISO Craig Taylor, CISSP.

### ABOUT NEOSCOPE

Neoscope is an enterprise security focused IT services company that delivers solutions via a managed services model leading to unparalleled levels of service and customer satisfaction. Neoscope’s staff of certified senior IT professionals evaluates the specific business requirements of each client and then offers clients security-focused best practices technology solutions to accomplish their business objectives. Neoscope’s distinctive proactive managed IT services utilizes tools and secure processes to keep IT systems up and running to maximize employee productivity, increase customer service and reduce costs: all at a predictable and affordable monthly cost. In 2016, Neoscope was recognized as the 8th fastest growing company in New Hampshire by Inc. 5000 magazine, was named to MSPmentor 250 list of the world’s top managed service providers for the third year in a row, and was honored as the 2015 Business Excellence Award winner by New Hampshire Business Review. Neoscope Rocks IT!