CASE STUDY

Emerald Technical Solutions Transforms Cloud Endpoint Security with Trellix® on AWS

Company Overview

Emerald Technical Solutions is a technology services company that specializes in providing comprehensive IT solutions and cybersecurity services to enterprise clients. As a CEO-led organization, the company has built its reputation on delivering cutting-edge technology solutions that address complex business challenges. Emerald Technical Solutions operates in a competitive market where clients demand not only robust security solutions but also deep technical expertise and exceptional customer service. The company's business model depends heavily on maintaining high customer satisfaction while staying ahead of evolving cybersecurity threats, particularly in cloud environments where traditional security approaches often fall short.

The Challenge

Emerald Technical Solutions encountered significant limitations with their existing cloud security infrastructure that were impacting both operational effectiveness and customer satisfaction. The challenges were multifaceted and threatened the company's ability to deliver the high-quality services that their clients expected.

Existing Solution Limitations: The organization had initially relied on Microsoft Defender for Cloud products, which presented several critical shortcomings:

- **Insufficient Analysis Depth:** Microsoft Defender for Cloud did not provide the comprehensive, in-depth analysis that their technical teams required to fully understand and respond to cyber threats.
- **Limited Threat Context:** The existing solution lacked the contextual information necessary for their technical staff to make informed decisions about threat prioritization and response strategies.
- **Inadequate Reporting Capabilities:** Client reporting and dashboard functionality were insufficient for demonstrating security value and maintaining client confidence.
- **Scalability Concerns:** The existing solution struggled to scale effectively with growing client demands and increasingly sophisticated threat landscapes.

Business Impact Concerns:

- **Customer Satisfaction Risk:** Inadequate security analysis capabilities were beginning to impact customer confidence and satisfaction levels.
- **Competitive Disadvantage:** Limited security insights put Emerald Technical Solutions at a disadvantage compared to competitors with more advanced security capabilities.
- **Technical Team Frustration:** The lack of comprehensive threat analysis tools limited the effectiveness of their skilled technical professionals.

- **Growth Limitations:** Existing security limitations were constraining the company's ability to take on larger, more complex client engagements.

Cloud Security Specific Challenges:

- **Endpoint Visibility Gaps:** Limited visibility into cloud-based endpoints and their security posture.
- **Integration Complexity:** Difficulty integrating security solutions across diverse cloud environments and platforms.
- **Performance Impact:** Security solutions that negatively impacted cloud application performance and user experience.

The Solution

Emerald Technical Solutions made a strategic decision to replace their existing security infrastructure with one specifically designed to address their cloud endpoint security requirements. It chose focused, high-performance Trellix solutions deployed on Amazon Web Services (AWS) and procured through the AWS Marketplace.

Strategic Trellix Implementation:

- **Trellix Endpoint Security:** Advanced endpoint detection and response capabilities specifically optimized for cloud environments.
- **Trellix Threat Intelligence:** Comprehensive threat intelligence feeds providing real-time context and attribution for security events.

Deployment Architecture Strategy: The implementation utilized a flexible, multi-environment approach leveraging AWS infrastructure designed to maximize coverage and effectiveness.

AWS-Integrated Hybrid Cloud Architecture:

- **AWS Cloud Components:** Core security management functions deployed on AWS infrastructure for scalability and high availability.
- **Multi-Cloud Integration:** Seamless integration with existing cloud infrastructure investments beyond AWS, ensuring comprehensive coverage across diverse client environments.
- **AWS-Native Features:** Leveraged Amazon Virtual Private Cloud (VPC) for network segmentation and AWS CloudWatch for enhanced monitoring and logging.
- **Flexible Deployment Model:** AWS-based architecture designed to accommodate varying client requirements and infrastructure preferences.

Implementation Methodology:

- **Phased Rollout:** Systematic implementation approach that minimized disruption while maximizing speed to value.
- **Technical Team Training:** Comprehensive training program to ensure technical staff could fully leverage advanced Trellix capabilities on AWS.
- **Client Integration Planning:** Careful coordination with client environments to ensure seamless integration and minimal operational impact.

Results and Transformative Business Impact

The AWS-hosted Trellix implementation delivered exceptional results that exceeded initial expectations and fundamentally transformed Emerald Technical Solutions' security capabilities and business performance.

Cloud Infrastructure Security Excellence:

- **Exemplary Threat Oversight:** The technical team achieved unprecedented visibility and control over cyber threats and security incidents within cloud environments, addressing the gaps that Microsoft Defender for Cloud lacked in deep analysis capabilities.
- **Advanced Threat Analysis Capabilities:** Trellix Threat Intelligence on AWS provided the context needed for faster, smarter decisions—something Defender couldn't deliver.
- **Comprehensive Endpoint Protection:** Trellix Endpoint Security delivered robust endpoint prevention, detection, and response capabilities across all cloud-based endpoints—reducing attack surfaces and closing security gaps.
- **AWS Performance Benefits:** AWS infrastructure provided the computational power needed for real-time threat analysis and rapid response

Operational Efficiency Improvements:

- **Streamlined Patch Management:** Trellix Endpoint Security hosted on AWS enabled significantly more efficient patching and endpoint remediation processes, reducing both the time required for maintenance activities and the risk of security vulnerabilities.
- **Enhanced Incident Response:** Technical teams improved their response speed and accuracy by leveraging data and protections provided by Trellix Endpoint Security, strengthening overall security posture and reducing potential business impact.

- **Automated Security Operations:** AWS-native automation reduced manual security workload—streamlining routine tasks such as patching, configuration enforcement, and alert routing—allowing technical staff to focus on higher-value activities.
- **AWS Scalability:** Dynamic scaling capabilities ensured consistent performance during high-demand periods.

Customer Satisfaction and Business Growth:

- **Elevated Customer Confidence:** The enhanced security posture and improved threat analysis capabilities led to a significant increase in customer satisfaction and confidence in Emerald Technical Solutions' services.
- **Competitive Advantage:** Trellix Endpoint Security, combined with Trellix Threat Intelligence, strengthened the organization's protection strategy and enriched threat analysis—delivering differentiated value that improved client confidence and supported retention.
- **Service Quality Enhancement:** Trellix Endpoint security provided detailed, accurate security analysis and reporting improved the overall quality of services delivered to clients
- **Cost Optimization:** The AWS deployment model provided cost-effective access to enterprise-grade security capabilities.

Technical Team Empowerment:

- **Advanced Analytical Capabilities:** Technical staff gained access to sophisticated threat analysis tools that enabled them to perform in-depth security assessments and provide valuable insights to clients.
- **Professional Development:** Team members developed advanced skills in modern cybersecurity platforms and AWS cloud technologies, increasing their professional value and job satisfaction.
- **Operational Confidence:** Stronger endpoint protection from Trellix ENS, combined with enriched threat insights from Trellix Threat Intelligence, increased team confidence in handling security challenges and delivering reliable outcomes.

Strategic Future Vision and Service Evolution

The successful implementation of advanced Trellix capabilities with AWS infrastructure created strategic opportunities for Emerald Technical Solutions to expand its business and service offerings. Key strategies include integrating Trellix and AWS solutions into their MSP offerings to provide comprehensive, scalable security-as-a-service and differentiated

value-added services. This enhanced portfolio, along with new advanced Trellix-leveraged dashboards for executive and commercial reporting, positions the company for market expansion, including competing for larger enterprise clients.

Emerald Technical Solutions' transformation showcases how AWS infrastructure and Trellix security architecture can redefine cloud endpoint protection. By combining AWS scalability with Trellix's advanced analytics, Emerald not only elevated its operational efficiency and customer confidence but also built a foundation for continuous innovation. This partnership positions the company as a leader in secure, cloud-first managed services—ready to meet evolving customer and compliance demands with agility and confidence.

Trellix is available in the AWS Marketplace.

Contact us today.

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