

Intellect improves its disaster response and security monitoring using CloudHesive managed services

Company Summary

Intellect is a technology company on a mission to offer a user-friendly, no-code development platform with industry solutions that provide businesses the power to grow and establish a culture of innovation, quality, and compliance.

Intellect provides a configurable suite of Quality Management System (QMS) applications to help businesses meet Food and Drug Administration (FDA) regulations, International Standards Organization (ISO) standards, and global Good X Practice (GxP) requirements, among others. It also provides Environment, Health, Safety, and Quality (EHSQ) solutions to help businesses ensure their operations are safe and environmentally responsible.

The applications are built on Intellect's AI-powered, no-code platform, which can also power development of new business apps to automate virtually any business process.



INDUSTRY

→ Technology

SEGMENT

→ Private

REGION

→ NAMER

THE CHALLENGE Seeking an expert managed service partner to scale its IT department

Intellect was seeking a managed services partner to review, advise on, and help implement its policies and procedures for disaster recovery (DR) of its AWS infrastructure. The goal of the DR plan was to enable the organization to regain use of critical systems as soon as possible after a disaster occurred. It was also seeking a managed service partner to augment the support for its single IT administrator.

Intellect sought an expert partner to verify that the plan's steps were easy to follow and contained all critical information as well as act as an expert consultant to provide recommendations on DR procedure improvement. In the event of an emergency, the partner would also cooperate with Intellect to follow the plan and ensure business continuity.

THE SOLUTION Putting the disaster recovery plan through its paces

CloudHesive acted as Intellect's disaster recovery procedure testing partner, performing scenario-based stress tests to the system and documenting gaps and areas for improvement. CloudHesive integrated Trend Micro for end point security and Datadog for security information and event management (SIEM) into Intellect's system.

The CloudHesive team stayed on as a managed services partner to provide 24/7/365 monitoring of the environment, including DR backups, and ongoing testing and support. It continues to provide managed security services, including end point monitoring, responds to any security events, and helps to deploy new customers to the system.

Refining the plan for efficient emergency response

Intellect revised its disaster recovery plan, ensuring that its team could follow the procedure to quick and effective reaction to emergencies. With the newly refined process, Intellect's improved disaster recovery process will help it minimize disruptions, data loss, and costs of a disaster.

CloudHesive's managed monitoring and security services served to scale the IT team without hiring additional full-time staff. The current IT admin is freed to focus on more strategic aspects of infrastructure needs while CloudHesive manages the system on a day-to-day basis.



Services that Drive Success

MANAGED SECURITY SERVICES

- Virtual Chief Information Security Officer (vCISO) as a Service
- Third-party assessment and audit support
- Cloud detection and response
- Endpoint security as a service

MANAGED SERVICES

- Managed patching, backups, and oversight
- Governance of the production environment

DEVOPS

- Integration of Trend Micro and Datadog for end point security and SIEM
- Deployment of new customers onto the system

Customer benefit summary

- Fully tested, comprehensive disaster recovery plan
- Full monitoring and security coverage without additional in-house staff

Third-party technologies used

- Trend Micro
- Datadog

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