



BI-COASTAL PRIVATE EQUITY FIRM STREAMLINES OPERATIONS WITH AGIO'S UNIFIED IT & CYBERSECURITY

A private equity firm moved from fragmented services to strategic protection, consolidating their technology & cybersecurity partnership with Agio

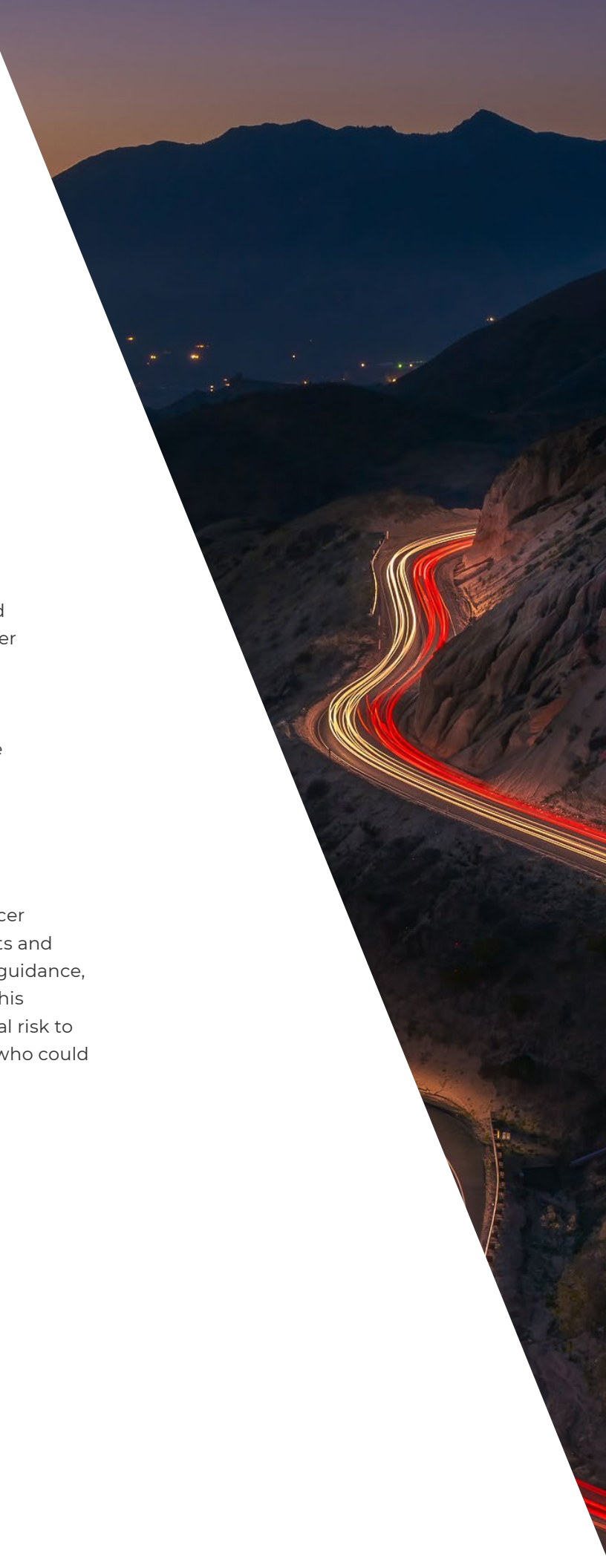




THE CHALLENGE

A bi-coastal private equity firm selected Agio as their managed IT provider, rooted in competitive pricing and the MSP's ability to support both coasts effectively. After a complex cloud migration, Agio demonstrated their commitment with increased executive engagement, including in-person meetings at both office locations, and regular check-ins with customer success to ensure alignment and satisfaction.

In addition to this relationship, the private equity firm maintained a separate vendor relationship with a cybersecurity provider—one that began creating more questions than answers. The firm's Chief Financial Officer found himself trying to sift through vulnerability reports and security data with no real insight, context, or strategic guidance, with check-ins regularly cancelled at the last minute. This hands-off approach was frustrating and posed potential risk to operations. He increasingly felt the need for a partner who could provide both protection and perspective.



THE SOLUTION

As Agio continued to work closely with the firm around their IT needs, the mounting dissatisfaction regarding cybersecurity prompted a more meaningful conversation. The two organizations began to discuss a more comprehensive approach to operations—one that would combine Agio's existing managed IT expertise with their SEC governance and Extended Detection and Response (XDR) capabilities.

At the core of the proposed solution was a dedicated program manager overseeing the firm's SEC governance program, ensuring consistent monthly meetings with both governance and XDR teams. The AgioNow customer portal would then provide clear, contextualized reporting, including a structured risk registry that prioritized remediation efforts. Most importantly, the integration between IT and cybersecurity services would dramatically improve response times, creating a more cohesive security strategy.

The firm initially had reservations about consolidating services with a single provider—a common concern in the industry. Then, during the negotiation period, Agio identified a security breach the existing provider had missed: unauthorized access to a Senior Advisory Partner's email account from an overseas location that had gone undetected.



THE OUTCOME

Agio's proactive identification and swift remediation of the security breach, prior to being formally engaged for cybersecurity services, demonstrated their superior capabilities and commitment to client protection. This incident, coupled with Agio's transparent approach and strong project management, led the private equity firm to make the decision to consolidate their IT and cybersecurity services with Agio, adding SEC governance and XDR services to their existing managed IT relationship.

The impact was both immediate and substantial. Instead of swimming in data without context, they now had clear, actionable intelligence at their fingertips through the AgioNow customer portal. With IT and cybersecurity under one roof, threat detection became more proactive, response times improved dramatically, and the firm gained strategic hands-on guidance pertaining to the health and wellness of their infrastructure. With consistent execution of security programs and real-time visibility into performance metrics, the private equity firm moved from reactive security to proactive protection.



The visibility we get through the AgioNow portal has completely changed how we manage our security posture. Instead of trying to piece together information from multiple sources, we now have clear, actionable intelligence that helps us make informed decisions about our technology infrastructure.



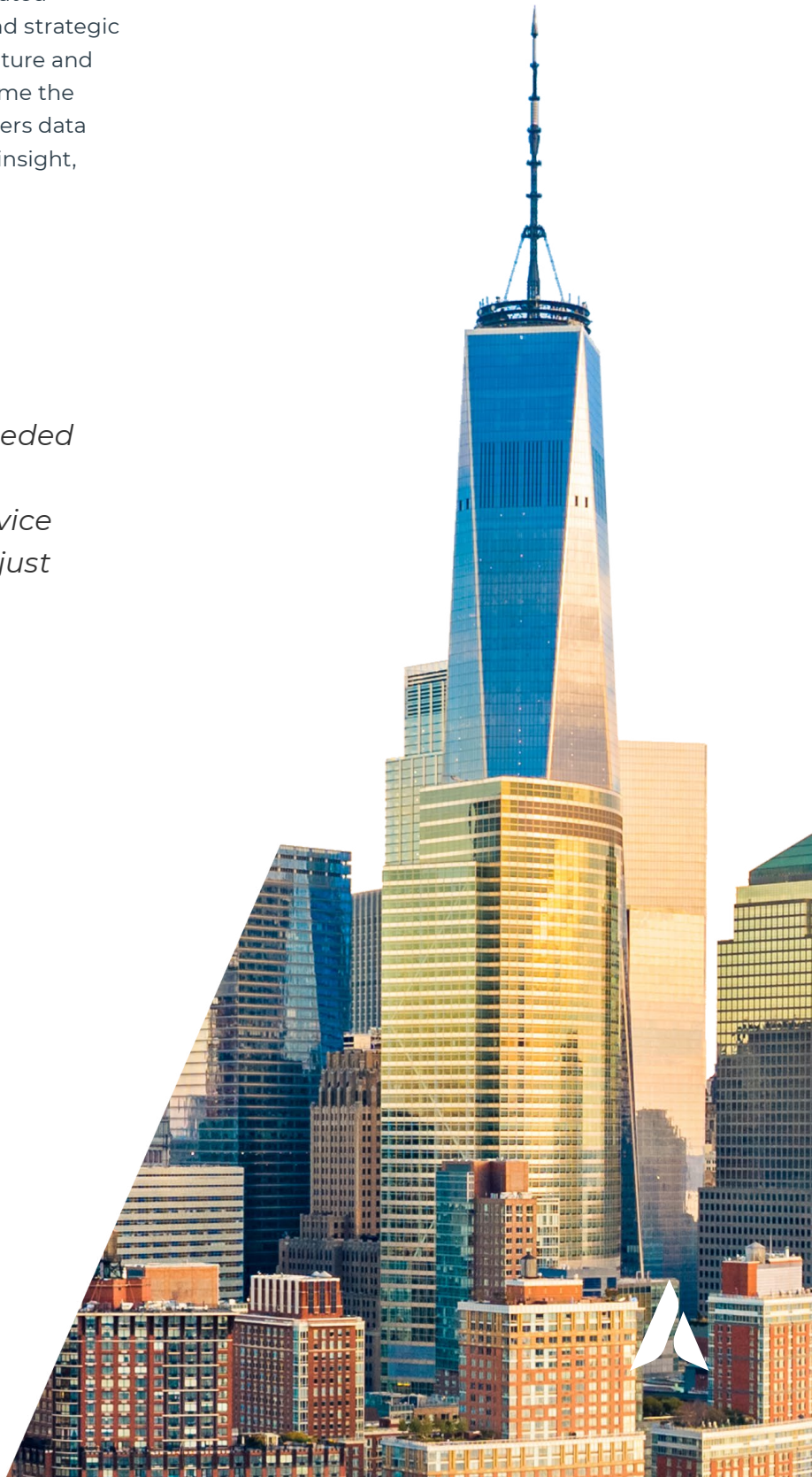
CONCLUSION

The success of this partnership highlights the importance of selecting a provider who understands your industry, consistently has your best interests in mind, and helps drive your business forward.

Agio's ability to provide comprehensive, integrated services—delivering both tactical execution and strategic insights—strengthened the firm's security posture and streamlined their technical operations. It became the difference between having a vendor who delivers data and reports and a partner who offers context, insight, and roadmaps for a more successful future.

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With offices on both coasts, we needed a technology partner who could deliver consistent, high-quality service regardless of location. Agio hasn't just met that need—they've exceeded it. They've become a true strategic partner who understands our business and consistently helps us stay ahead of potential threats.



WHY AGIO?

#OneAgio

When you select Agio, you're investing in a relationship with everyone who's a part of this firm. Our teams operate in a symbiotic relationship to deliver an experience that reaffirms to our clients we've got you covered. From clean, concise implementations to consistent support backed by automation, value-add reporting, and thought leadership on the latest IT and cybersecurity trends, we bring the full breadth and depth of our talent to bear.

We deliver #OneAgio.

Contact Us:

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