

## SHIPPING & LOGISTICS

### CASE STUDY

This business makes HIPAA compliance an ongoing process to ensure a perfect track record.



We saved Millions in a Year

Delivery Express is a leading provider of courier, delivery, freight, warehousing, logistics and high-volume ordering for a wide array of businesses throughout Oregon and Washington State and beyond. Delivery Express is committed to delivering on your business' success. "It's about time"

Delivery Express specializes in providing same-day delivery as a premier provider of logistics, medical and priority delivers for Washington, Idaho, Alaska and Oregon.



### Needs and Challenges:

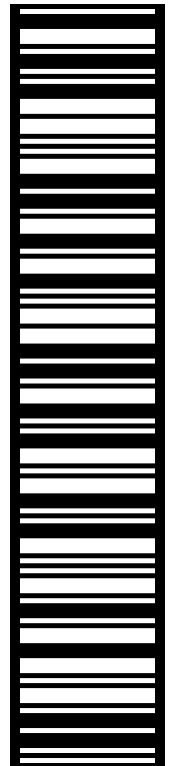
The overall goal of the project was to establish a baseline of IT spend for your operation, this includes, networks, email, and all other information technology assets and we will provide Delivery Express with a detailed findings of Information Technology functions within the organization.

Under the scope of this project, Delivery Express engaged Elite Executive Services to provide an Efficiency Review to include technology analysis of the network infrastructure, devices, billing process and software.

Elite Executive Services performed the review by scanning the network PC with industry-standard tools and techniques. In addition, auditing of billing, servers and workstations was conducted to the extent possible to verify.

Elite Executive Services presented the results of the review in a comprehensive report. Based on the results of the scan and research, Elite Executive Services concludes that there were several changes that can be addressed to strengthen the technology environment.

- The current firewall was never configure with the manufactures software enabled. This tool did not communicate with the active directory domain.
- No Active Directory maintenance was happening for Delivery Express, this was a huge red flag as the accounts on the network are being created but not actively secured.
- Existing Active Directory was built for Windows server 2008R2 this did not support many security functions of Windows server 2019 and the server had not been properly patched.
- Age of the Windows server 2008R2 was relatively high and out of manufacturer warranty.





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#### Items to be Accomplished

- Removal of Active Directory accounts that were no longer being used but active.
- Provide a least privilege (PoLP) policy so not everyone has administrative access to the machines and data
- Deployed a new server that is under warranty, and configured with Windows Server 2019
- Let go of inadequate Managed Service Provider company
- Hired and implemented a true Managed Service provider
- Delivered Cyber Security policy and training



Making HIPPA compliance a focus of our business had allowed us to define ourselves as an industry leader”

#### The Results:

Delivery Express was being overcharged for Internet speeds. After working with the current ISP Provider we negotiate a Savings of \$900.00 per year + (3x speed) total saving \$2,700.00

We also reviewed the contracts of the third party service and noticed most contracts did not have the providers reasonable for breaches, we corrected this with wording stating suggested language added to contract.

We worked on a contract review of the current MSP that had 5 volitions in the contract making it easy for a smooth transition to a new partner. Their Schedule A, B, and C contracts were all not being followed. This was a savings of Savings = \$13,968.00 per year

There Website SEO terms and service being proved were way over market pricing, If this contract was to be re-negotiate they could have a savings of over \$10,000 per year

We conducted a full phishing test at the company and had key staff input credentials and fail the cyber security testing.

#### Conclusion:

In the end, this Efficiency Review provided Delivery Express's with a clear vision of how information technology could be serving your organization better, understanding where the greatest opportunities are for Elite Executive Services to help Delivery Express's fulfill its goals and priorities and not have to worry about maintaining technology experts for operation.

This enables Delivery Express's to focus on the talents of their employees and growth as a priority and not security or other items that take away from the focus of core responsibilities.

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