

## FRANKLIN COUNTY, VIRGINIA

# Microsoft Office 365 Health Check leads to the implementation of Guardian 365 security managed services for Franklin County, VA



## OVERVIEW

As the county of Franklin, Virginia neared the renewal of its Microsoft enterprise agreement, Director of IT, John Harrison, identified the need to review its security posture and assess the current configuration of its Microsoft 365 tenant. Franklin County contracted Forsyte I.T. Solutions (Forsyte) to conduct a M365 Secure Score assessment and general IT health check, which later expanded to include security monitoring of its Microsoft 365 tenant.

After re-assessing its enterprise agreement with Forsyte and Microsoft, Franklin County, Virginia repurposed funding to invest in Forsyte's managed security offering, Guardian 365, as a supportive extension of its IT department. Guardian 365 provides AI-powered tools and services to proactively protect, detect, and remediate security threats.

As a local government agency, John Harrison and his team recognized how critical it was to monitor both inbound and outbound activity in all of its cloud applications. Guardian 365 managed security services are working 24x7 to harden Franklin County's Microsoft 365 environment and provide ongoing security monitoring and support services.

## PROJECT GOALS

- 1 Increase employee productivity with the ability to access and use apps securely on any device.
- 2 Reduce time to mitigate threats and increase visibility into Franklin County, VA's threat landscape.
- 3 Provide the tools needed to unify user access and endpoint protection with zero-trust security.

## ORGANIZATION

### Franklin County, Virginia

**Website:**

<https://www.franklincounty.va.gov/>

**Location:**

Rocky Mount, VA

**Industry:**

Government

**Implementation:**

Security Managed Services

**Size:**

350+ employees

**"Forsyte made sure we were always on track and well-informed throughout the process."**

*-John Harrison  
Director of IT, Franklin County*

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## CHALLENGE

Franklin County, VA (Franklin County) sought to review and assess the current state of its Microsoft 365 threat detection and prevention technology to support its ongoing security focus. Forsyte I.T. Solutions (Forsyte) conducted this assessment and made recommendations for configuration changes to enhance Franklin County's security posture as well as assist with the deployment of Guardian 365 threat detection and prevention managed services. With the purchase of M365 G3 licenses, they began to leverage solutions like Azure AD Premium, Intune, Defender for O365, Azure AD Conditional Access, and Defender for Cloud Apps.

Upon further investigation, Forsyte uncovered necessary updates to product implementations as well as additional cost reduction and reallocation potential for Franklin County, as it worked to enhance its team and security posture.

## SOLUTION

Forsyte took a hands-on approach to Franklin County's configuration and deployment, resulting in recommendations for an enhanced security posture and utilizing impactful security workloads and monitoring options. Forsyte reviewed settings and workloads for user licenses and managed the implementation aspects. Franklin County deployed the following Microsoft solutions with Forsyte: Microsoft 365 G3, Defender for Office 365, Defender for Cloud Apps, Azure AD Conditional Access, Group-Based Licensing, Password Hash Synchronization and Writeback, Self-Service Password Reset, and Guardian 365 security managed services.

After the assessment and deployment process was completed, Forsyte continues to provide ongoing security managed services to ensure Franklin County incorporated the technology and resources necessary to significantly reduce threats associated with cyber-attacks and provide automation for remediation based on the Microsoft 365 level of service. Forsyte's threat hunters continue to work with the Franklin County Staff to notify them of attacks on-going and enhance workflows for new automation as needed.

As a result, Franklin County reduced overall licensing costs, increased security for resources and employees, and now has a trusted partner to protect, detect and respond to malicious threats associated with cyber-attacks. Forsyte I.T. Solutions provides guidance to Franklin County throughout the investigative process.



**Increased security posture & reduced operating costs.**



**Customized security & compliance reports.**



**Optimize licenses with a focus on security.**

## BENEFITS

Guardian 365 managed services, powered by Forsyte, works as proactive threat detection and remediation for Franklin County, offering 24x7 security, immediate email notification of threats, on-demand access to executive dashboards, helpdesk support, and quarterly briefing on service updates.

Franklin County wanted to implement advanced security as well as increase its employee productivity and collaboration while unifying user access and endpoint protection with a zero-trust security approach. As a result, Franklin County was able to view its security posture, rethink its Microsoft licensing, and redistribute its budget to better fit these needs.