Makaye InfoSec

Regal Research & Mfg. Co.

"After about six months of working with you, our security maturity level score has quadrupled."

David Powell
Director of IT

1 Problem

With customers pressing them on their cybersecurity preparedness, Regal needed a security program that could satisfy customer requirements and pass a security audit.

2 Solution

Makaye Infosec worked with Regal's IT service provider to address vulnerabilities, boosting their security posture and scores, while meeting growing customer demands.

3 Benefits

- **Better security:** Improving NIST-based security maturity level score by 300%
- **Peace of mind:** Knowing they have the power to prevent and address future threats
- **Audit passed:** Answering every customer security question and concern

Manufacturing security that could withstand both cyber-attacks & customer scrutiny.

Regal Research & Mfg. Co. is an industry leader in providing complete contract manufacturing solutions for mechanical products, assemblies, and parts. Regal has manufactured products for their customers with first-class quality and service for over 35 years.

But the world of manufacturing is changing rapidly. Cyber criminals have begun targeting manufacturing operations at an unprecedented rate. IBM reports that attacks using destructive malware like Stuxnet doubled just in the first six months of 2019, compared to the last half of 2018.[1] Unfortunately, most manufacturing operations are easy targets. According to Deloitte, 63% of manufacturers have no documented, tested disaster recovery plan in place.[2]

Manufacturing customers are taking notice and increasingly demanding better security practices. That's what Regal discovered first-hand: "We have been contacted by clients that have inquired on our cybersecurity preparedness," says David Powell, Director of IT at Regal.

That included one high-value client who conducted an intensive phone audit of Regal's cybersecurity practices. "I could not believe the extent of the questions that we were being asked to answer on that call," recalls Powell. Thankfully, Makaye Infosec was already on it.

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“If your team hadn’t been involved in the phone audit, I think our relationship with that client could have really been damaged.”

David Powell, Director of IT for Regal Research & Mfg. Co.

Regal initially brought Makaye Infosec on board because they realized cyber threats were mounting. They were being inundated with phishing emails searching for some means of ingress, and one piece of malware actually executed. It was caught before it could do any damage, but what about the next attack?

“Our IT provider obviously offers some level of security expertise,” says Powell, “but we’ve learned that we really need someone to oversee the security side.” In fact, Powell saw great value in splitting the IT and infosec teams: “IT’s whole mission is to make sure we’re up and running. Sometimes that can conflict with cybersecurity controls. Having the two entities working with each other ensures we don’t inadvertently create some sort of security issue.”

So, Makaye Infosec began working with Regal, starting with a comprehensive security assessment. The Regal team was not satisfied with their initial security maturity score, which is based on guidelines from the National Institute of Standards and Technology (NIST).

Makaye Infosec developed a roadmap to help Regal improve its security posture. As part of that effort, Makaye Infosec established a Security Operations Center, developed new security policies tailored to Regal, and dedicated a virtual Chief Information Security Officer (vCISO) to advise them.

Formalizing their cybersecurity program was critical to Regal’s business strategy as more customers began to ask about their security practices. “We’re starting to see customers require this of their suppliers, not because they’re worried about data being breached,” says Powell, “but they’re worried about business continuity. If something happened with one of their suppliers, and they’re out of business for a week dealing with the incident, then they can’t deliver their product.”

That was the concern of one customer who requested a telephone audit about six months after Regal started working with Makaye Infosec. The customer launched into an in-depth list of questions verifying the adequacy and preparedness of Regal’s cybersecurity program. Thankfully, Makaye Infosec vCISO Eric Rockwell was sitting at the table that day and was able to satisfy all of the client’s concerns by expertly detailing the comprehensive cybersecurity policies and practices Regal had implemented with Makaye Infosec’s guidance. At that point, Regal knew they had made the right decision to invest in security. “After that call, I was sold,” says Powell.

Results

In Their Own Words

David Powell

Improved Security

“Our score is now 4 times higher than when we did the security analysis. We’re really making improvements, and I’m happy.”

Audit Passed

“Without Makaye Infosec, we would not have been prepared and able to speak to our client’s cybersecurity questions.”

Peace of Mind

“It’s like an insurance policy where we know we have the protection we need. Just having that resource is valuable.”

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