

Customer Case Study

LHP Capital: Scaling Cybersecurity with a Reduced IT Team

OVERVIEW

LHP Capital, LLC, has managed and developed affordable housing across 13 states, overseeing 14,700 apartment units at 111 properties. Committed to community revitalization, LHP requires strong cybersecurity to safeguard extensive data and property management systems.

Maintaining robust cybersecurity with its reduced IT team – scaled down from five to two employees – was a significant challenge for the LHP tech team. Their previous solution, Webroot, fell short for their expanding needs, especially in managing risks from numerous third-party interactions and human-related security factors.

After a local company in the same industry suffered a significant cyber breach where they were down for over a month, LHP realized the urgent need for proactive cybersecurity.

“At the time, I was searching for a new service provider and presenting ActZero when this happened,” recalled Chris Walker, the Director of IT. “You never think it’ll happen to you. Everyone is reactive, but eventually, you’ll have to pay for it. You have to decide whether to invest in being proactive against threats or bear the costs of cleaning up after an incident.”

CHALLENGES

Reduced IT Staff:

Managing effective cybersecurity became more challenging after the team decreased from five to two.

Inadequate Previous

Solutions: The previous antivirus solution, Webroot, failed to meet their growing security needs.

Third-Party Risks:

Frequent interactions with various vendors and third parties heightened their exposure to cybersecurity threats.



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Chris Walker Director of Technology

SOLUTION

LHP chose ActZero for its alignment with their IT department's "3 Ss" principle: Simple, Supportable, and Secure. The quick implementation of ActZero helped LHP manage cybersecurity operations with their small team. "The onboarding and alignment was fantastic; everything happened exactly as promised," said Chris.

Bi-monthly meetings his Technical Account Manager kept LHP on track with progress updates and removing vulnerabilities, and the portal provides visibility into ongoing security improvements. Walker periodically reviews it with leadership to provide security updates. Walker now feels better equipped to educate his users and manage third-party risks in a constantly evolving security landscape.

"We are chasing perfection but knowing we will never get there because humans are humans and the landscape is always changing. I sleep better at night now." Walker said he now relies on ActZero to filter out the noise from all the alerts so he can focus on critical security issues. **"ActZero hasn't just supported our cybersecurity needs; it has transformed how we manage security with a lean team. Their tools and support allow us to focus on our core business, knowing that our cybersecurity is proactive, robust, and managed by experts."**



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