

Public Accounting Firm Protects Its Reputation (and Clients) by Deploying CylanceGUARD



Robinson, Grimes & Company

Industry:

Financial Services/Accounting

Location:

Columbus, Georgia

Products:

CylanceGUARD®,
CylancePROTECT®

Website:

www.robinsongrimes.com

“Our clients entrust us with their most sensitive data, including financial information, personal information, sometimes even health information;” explains Craig Rhinehart, Chief Information Officer at the accounting firm of Robinson, Grimes & Company. “Priority number one for us is to maintain the security of that data. We also need to ensure good system uptime, especially close to tax filing deadlines and client project deadlines.”

Named by INSIDE Public Accounting as one of its “Top Firms” for seven consecutive years, Robinson Grimes has a well-deserved reputation for excellence. Given that the firm’s clientele includes organizations in healthcare, manufacturing, and the public sector, this reputation goes hand-in-hand with effective cybersecurity. To that end, Robinson Grimes – already a customer of the [CylancePROTECT®](#) endpoint protection platform from BlackBerry – recently made the decision to add the BlackBerry managed XDR service, [CylanceGUARD®](#).

Too Many Windows, Not Enough Watchers

As Rhinehart points out, modern businesses exist in a climate of constant risk, defined by sprawling attack surfaces, sophisticated threats, and complex cloud ecosystems. Protecting this landscape from opportunistic e-crime actors requires expertise and resources that most midmarket businesses lack. Robinson Grimes was no exception.

As a sizable regional firm based in Columbus, Georgia, its IT department is comparatively small. Rhinehart and his team primarily managed the firm's cybersecurity demands via solutions like CylancePROTECT. However, they recognized that even with the Cylance® AI-powered endpoint protection doing the heavy lifting, the absence of trained security analysts monitoring the company's cyber health around-the-clock was an issue that needed to be addressed.

"We don't have anyone fully dedicated to security, nor are we a 24x7 IT organization," Rhinehart continues. "We knew that gap in our coverage would eventually become a problem. We started thinking about what might happen on weekends and after hours when we didn't have internal coverage within our own team."

Closing the Security Skills Gap With Managed Services

Upon further discussion, Rhinehart and his colleagues concluded that a managed security service provider represented the best option for Robinson Grimes. This would equip them with both the tools and the expertise necessary to secure the firm's IT ecosystem every day of the year. With this in mind, they began assessing prospective vendors.

It didn't take them long to decide on CylanceGUARD. As a subscription-based, 24x7 managed extended detection and response (XDR) solution, CylanceGUARD combines sophisticated artificial intelligence and holistic telemetry, backed by deep human expertise and world-class cyber threat intelligence. BlackBerry analysts act as an extension of each client's in-house team, providing timely, actionable insights and enabling proactive, preventative security.

"We evaluated several vendors, and one of the questions we asked concerned their internal response capability," Rhinehart notes. "If we needed digital forensics or remediation, was that capability baked into the vendor's product or service? Several of the vendors I talked to admitted to leaning on their channel partners for that service. I didn't love that answer, as I knew BlackBerry offered that internally."

Not Just A Vendor – A Partner

"Ultimately, the decision to go with BlackBerry was almost a no-brainer," says Rhinehart. "They were already trusted and known to us, and it was simple and seamless to just expand the use of our existing tools. I also had full confidence in BlackBerry's internal support and response capabilities; I knew they'd have our backs even when we weren't working."

"We've been very happy with CylanceGUARD. I sleep better at night and enjoy my weekends more knowing that Cylance is watching my back and I don't need to worry about getting that call that the system is down on a Saturday or overnight."

– *Craig Rhinehart, Chief Information Officer, Robinson Grimes & Company*

After a seamless onboarding process, Robinson Grimes deployed CylanceGUARD. The platform now runs essentially in the background, allowing Rhinehart and his team to focus on solving everyday IT issues and facilitating the firm's growth. That freedom to focus on their business' needs comes with the peace of mind from knowing their systems are secure.

"We feel well cared for by the GUARD team," continues Rhinehart. "The folks who helped us get started got to know us and our business, they were invested in making sure we succeeded in implementing the CylanceGUARD program. They also send a monthly update telling me how things look on our system and if any action is needed."

An Investment in Security, Trust, and Peace of Mind

It's been several years since Robinson Grimes deployed CylanceGUARD — several years without a single cybersecurity incident. Although Rhinehart notes that it's hard to measure metrics when it comes to preventive security, he and his colleagues are nevertheless incredibly satisfied.

"Having someone whose full-time job is providing security services is crucial in today's world, especially in organizations that don't have a large IT team operating 24x7," Rhinehart concludes. "I would absolutely recommend taking a good, strong look at BlackBerry. I've been very pleased with the product, the service, and the support they've provided."

"In the old days, prevention was about having your fences up. Nowadays, detection is more important than ever, because you can't always know what an attack looks like. With the addition of CylanceGUARD, we have the right set of tools to address this."

— Craig Rhinehart, Chief Information Officer, Robinson Grimes & Company

For more information, visit [Cylance Endpoint Security from BlackBerry](#)

About BlackBerry

BlackBerry (NYSE: BB; TSX: BB) provides intelligent security software and services to enterprises and governments around the world. The company secures more than 500M endpoints including over 215M vehicles. Based in Waterloo, Ontario, the company leverages AI and machine learning to deliver innovative solutions in the areas of cybersecurity, safety and data privacy solutions, and is a leader in the areas of endpoint security, endpoint management, encryption, and embedded systems. BlackBerry's vision is clear - to secure a connected future you can trust.

BlackBerry. Intelligent Security. Everywhere.

©2022 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY and EMBLEM Design are the trademarks or registered trademarks of BlackBerry Limited, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners. BlackBerry is not responsible for any third-party products or services.

 **BlackBerry**[®]
Intelligent Security. Everywhere.

