

CASE STUDY

Emerald Technical Solutions Transforms Cloud Endpoint Security with Trellix® on AWS

Company Overview

Emerald Technical Solutions is a technology services company that specializes in providing comprehensive IT solutions and cybersecurity services to enterprise clients. As a CEO-led organization, the company has built its reputation on delivering cutting-edge technology solutions that address complex business challenges. Emerald Technical Solutions operates in a competitive market where clients demand not only robust security solutions but also deep technical expertise and exceptional customer service. The company's business model depends heavily on maintaining high customer satisfaction while staying ahead of evolving cybersecurity threats, particularly in cloud environments where traditional security approaches often fall short.

The Challenge

Emerald Technical Solutions encountered significant limitations with their existing cloud security infrastructure that were impacting both operational effectiveness and customer satisfaction. The challenges were multifaceted and threatened the company's ability to deliver the high-quality services that their clients expected.

Existing Solution Limitations: The organization had initially relied on Microsoft Defender for Cloud products, which presented several critical shortcomings:

- **Insufficient Analysis Depth:** Microsoft Defender for Cloud was not providing the comprehensive, in-depth analysis that their technical teams required to fully understand and respond to cyber threats
- **Limited Threat Context:** The existing solution lacked the contextual information necessary for their technical staff to make informed decisions about threat prioritization and response strategies
- **Inadequate Reporting Capabilities:** Client reporting and dashboard functionality were insufficient for demonstrating security value and maintaining client confidence
- **Scalability Concerns:** The existing solution struggled to scale effectively with growing client demands and increasingly sophisticated threat landscapes

Business Impact Concerns:

- **Customer Satisfaction Risk:** Inadequate security analysis capabilities were beginning to impact customer confidence and satisfaction levels
- **Competitive Disadvantage:** Limited security insights put Emerald Technical Solutions at a disadvantage compared to competitors with more advanced security capabilities
- **Technical Team Frustration:** The lack of comprehensive threat analysis tools was limiting the effectiveness of their skilled technical professionals

- **Growth Limitations:** Existing security limitations were constraining the company's ability to take on larger, more complex client engagements

Cloud Security Specific Challenges:

- **Endpoint Visibility Gaps:** Limited visibility into cloud-based endpoints and their security posture
- **Integration Complexity:** Difficulty integrating security solutions across diverse cloud environments and platforms
- **Performance Impact:** Security solutions that negatively impacted cloud application performance and user experience

The Solution

Emerald Technical Solutions made a strategic decision to replace their existing security infrastructure with a focused, high-performance Trellix solution deployed on Amazon Web Services (AWS) and procured through the AWS Marketplace, specifically designed to address their cloud endpoint security requirements.

Strategic Trellix Implementation:

- **Trellix Endpoint Security:** Advanced endpoint detection and response capabilities specifically optimized for cloud environments
- **Trellix Threat Intelligence:** Comprehensive threat intelligence feeds providing real-time context and attribution for security events

Deployment Architecture Strategy: The implementation utilized a flexible, multi-environment approach leveraging AWS infrastructure designed to maximize coverage and effectiveness:

AWS-Integrated Hybrid Cloud Architecture:

- **AWS Cloud Components:** Core security management functions deployed on AWS infrastructure for scalability and high availability
- **Multi-Cloud Integration:** Seamless integration with existing cloud infrastructure investments beyond AWS, ensuring comprehensive coverage across diverse client environments
- **AWS-Native Features:** Leveraged Amazon VPC for network segmentation and AWS CloudWatch for enhanced monitoring and logging
- **Flexible Deployment Model:** AWS-based architecture designed to accommodate varying client requirements and infrastructure preferences

Implementation Methodology:

- **Phased Rollout:** Systematic implementation approach that minimized disruption while maximizing speed to value
- **Technical Team Training:** Comprehensive training program to ensure technical staff could fully leverage advanced Trellix capabilities on AWS
- **Client Integration Planning:** Careful coordination with client environments to ensure seamless integration and minimal operational impact

Results and Transformative Business Impact

The AWS-hosted Trellix implementation delivered exceptional results that exceeded initial expectations and fundamentally transformed Emerald Technical Solutions' security capabilities and business performance.

Cloud Infrastructure Security Excellence:

- **Exemplary Threat Oversight:** The technical team achieved unprecedented visibility and control over cyber threats and security incidents within cloud environments, addressing the gaps that Microsoft Defender for Cloud lacked in deep analysis capabilities
- **Advanced Threat Analysis Capabilities:** Trellix Threat Intelligence on AWS provided the context needed for faster, smarter decisions—something Defender couldn't deliver
- **Comprehensive Endpoint Protection:** Trellix Endpoint Security delivered robust protection across all cloud-based endpoints, significantly reducing attack surfaces and security gaps
- **AWS Performance Benefits:** AWS infrastructure provided the computational power needed for real-time threat analysis and rapid response

Operational Efficiency Improvements:

- **Streamlined Patch Management:** The AWS-based solution enabled significantly more efficient patching and endpoint remediation processes, reducing both the time required for maintenance activities and the risk of security vulnerabilities
- **Enhanced Incident Response:** Technical teams gained the ability to respond to security incidents with greater speed and accuracy, improving overall security posture and reducing potential business impact

- **Automated Security Operations:** Advanced automation capabilities on AWS reduced the manual effort required for routine security tasks, allowing technical staff to focus on higher-value strategic activities
- **AWS Scalability:** Dynamic scaling capabilities ensured consistent performance during high-demand periods

Customer Satisfaction and Business Growth:

- **Elevated Customer Confidence:** The enhanced security posture and improved threat analysis capabilities led to significantly increased customer satisfaction and confidence in Emerald Technical Solutions' services
- **Competitive Advantage:** Superior security capabilities provided a clear competitive advantage in client acquisition and retention
- **Service Quality Enhancement:** The ability to provide detailed, accurate security analysis and reporting improved the overall quality of services delivered to clients
- **Cost Optimization:** AWS deployment model provided cost-effective access to enterprise-grade security capabilities

Technical Team Empowerment:

- **Advanced Analytical Capabilities:** Technical staff gained access to sophisticated threat analysis tools that enabled them to perform in-depth security assessments and provide valuable insights to clients
- **Professional Development:** Team members developed advanced skills in modern cybersecurity platforms and AWS cloud technologies, increasing their professional value and job satisfaction
- **Operational Confidence:** Improved tools and capabilities increased team confidence in their ability to handle complex security challenges and deliver exceptional results

Strategic Future Vision and Service Evolution

The success of the AWS-integrated Trellix implementation has opened new strategic opportunities for Emerald Technical Solutions to expand their service offerings and grow their business.

Managed Service Provider Integration: The company has identified a significant opportunity to integrate Trellix solutions with AWS services into their managed service provider (MSP) offerings, which would provide several strategic advantages:

Enhanced Service Portfolio:

- **Comprehensive Security-as-a-Service:** Integration of advanced Trellix capabilities with AWS infrastructure into MSP offerings would enable Emerald Technical Solutions to provide comprehensive, enterprise-grade security services to clients of all sizes
- **Scalable Security Operations:** The proven effectiveness of Trellix solutions on AWS would enable the company to scale security operations efficiently across multiple client environments
- **Value-Added Services:** Advanced security capabilities would enable the development of higher-value, differentiated service offerings

Advanced Dashboard and Reporting Capabilities:

- **Executive-Level Reporting:** Development of sophisticated dashboards leveraging AWS analytics that provide executive-level visibility into security posture and threat landscape
- **Commercial Reporting Solutions:** Creation of comprehensive reporting capabilities that demonstrate security value and return on investment to clients
- **Real-Time Monitoring:** Implementation of real-time monitoring and alerting capabilities using AWS CloudWatch that enable proactive threat management and rapid incident response

Market Expansion Opportunities:

- **Enterprise Client Acquisition:** Enhanced security capabilities position the company to compete for larger, more complex enterprise engagements
- **Service Differentiation:** Advanced Trellix integration on AWS provides clear differentiation from competitors relying on basic security solutions
- **Partnership Opportunities:** Strong security capabilities create opportunities for strategic partnerships with other technology service providers

Technology Evolution Strategy:

- **Continuous Capability Enhancement:** Plans for ongoing enhancement of Trellix capabilities and AWS service integration as new features and solutions become available
- **AWS Integration Expansion:** Opportunities to integrate additional AWS security services as client needs evolve and expand

- **Innovation Leadership:** Positioning as a technology innovation leader through early adoption of advanced security capabilities on AWS

This comprehensive transformation demonstrates how strategic technology choices leveraging AWS infrastructure can fundamentally improve business performance, customer satisfaction, and competitive positioning while creating new opportunities for growth and service expansion.

Trellix is available in the [AWS Marketplace](#).

[Contact us](#) today.

