TechSolutions Inc. – Company Profile

1. Company Overview

Name: TechSolutions Inc.

Industry: IT Services Provider

Size: 150 employees

Headquarters: Austin, Texas, USA

Business Model: Provides cloud hosting, custom software development, and managed IT support.

Workforce: 40% remote, 60% onsite.

2. Infrastructure and Systems

- Email System: Microsoft 365 (Exchange Online)
- Cloud Services: AWS (EC2, S3)
- CRM System: Salesforce
- Internal File Server: Windows Server 2019 (on-premises)
- VPN Solution: Cisco AnyConnect
- Endpoint Protection: CrowdStrike Falcon
- Firewall: Fortinet FortiGate at HQ
- Backup System: Veeam Backup & Replication (daily incrementals)

3. Security Policies

- Employee Training: Phishing training was last conducted two years ago.

- Password Policy: 8-character minimum, changed every 180 days. MFA is not enforced across all systems.

- Remote Work Policy: VPN used with mandatory encryption on all devices. Use of personal laptops is strictly prohibited

- Incident Response Plan: Exists but not updated in 18 months. No formal IR tests conducted.

- Patch Management: Regular updates are applied

4. Recent Security Events

- Phishing Incident: One employee clicked a malicious link but failed to report it.

- Cloud Misconfiguration: Internal audit revealed two public S3 buckets with internal project files.

5. Business Growth

- Expansion: Planning to enter the European market, requiring GDPR readiness.