tecrefresh

Case study

Manufacturing, medical devices

How a global medical device manufacturer strengthened security to support rapid global growth

A global medical device manufacturer, experiencing rapid expansion, needed a security partner who could scale alongside their growth, not a vendor offering one-time fixes at individual sites.

- **Improved visibility into network activity**
- **More stable day-to-day IT operations**
- **Audits navigated with confidence**
- **Hours each week redirected to strategic growth**

The challenge

Protecting continuous production through rapid growth

The organization needed to modernize its network security architecture to protect continuous production. Previous internal efforts and vendor engagements had been temporary and limited to individual sites, leaving the organization without a partner capable of supporting its pace of growth. After evaluating three vendors, the client chose Tec-Refresh.

The solution

A phased modernization that grew into a partnership

1. **Full environment assessment**
   A complete picture of the environment before any change was made.
2. **Phased network security modernization**
   Delivered in stages to protect production that could not be interrupted.
3. **Ongoing managed security services**
   Continuous protection as the organization kept growing.
4. **Augmented engineering support**
   Tec-Refresh engineers on hand whenever the internal team needed backup or specialized expertise.

> **"We are seeing a significant, measurable leap in quality compared to our earlier iterations."**
>
> VP of Information Technology

The results

The client describes the shift in their security posture as a clear step forward: improved visibility into network activity, and materially more stable day-to-day IT operations. They now navigate regulatory and customer audits with confidence, and their internal team has redirected hours each week from daily operational bottlenecks back to strategic growth.

> **"It seemed like they were part of our team rather than an external vendor or partner. They have an incredible depth of knowledge across their team, and anything thrown their way, they have knocked it out of the park."**
>
> VP of Information Technology

At a glance

Client	Partner since
Global medical device manufacturer	2024

At the client's request, this case study is shared without company name or logo.

Looking for a security partner that can scale with your growth?

Start with an assessment at tec-refresh.com/assessment-services

Book an assessment