



Enabling Cyber Incident Response Success: Management Controls Inc Engage CM-Alliance to Enhance Cybersecurity Resilience

Case Study



About the Client

US-based Management Controls Inc. (MCI) is a global leader in contractor management solutions and enabling organisations to optimise their workforce. Its unique TRACK platform allows companies to seamlessly standardise, manage and pay contractors while efficiently tracking costs of labour, material and equipment.

Founded in 1989, Management Controls' (MCI) journey began with a mission to tackle the intricate challenges organisations face in managing complex contractor data, encompassing labour, equipment, and materials. In line with its vision, the myTrack platform was created as more than just a software solution; it's a strategic tool transforming the relationship between owners and their contractors. With myTrack, owners are equipped with unparalleled transparency and control over their contractors' daily productivity and costs. This powerful insight enables more informed decisions, leading to enhanced budget utilisation and more effective resource allocation.

MCI recently partnered with CM-Alliance to strengthen its incident response capabilities. This collaboration focused on two key areas:

- Conducting a comprehensive cyber tabletop exercise.
- Refining the Incident Response (IR) plan by creating a fit-for-purpose IR playbook.

The following case study explores how this partnership unfolded and the value it brought to MCI.

Objectives of the Exercise

As a forward-thinking organisation, Management Controls recognises the critical importance of cyber resilience in today's threat landscape.

Seeking to validate and enhance its incident response capabilities, MCI engaged Cyber Management Alliance for a comprehensive Cybersecurity Technical Tabletop Exercise and an in-depth review of its Incident Response (IR) plan and playbook.

To maintain its commitment to excellence and stay ahead of evolving cyber threats, MCI sought to:

- Evaluate and enhance the existing cyber incident response strategies.
- Engage technical teams through a comprehensive cyber tabletop exercise.
- Refine the IR plan and develop a practical IR playbook tailored to Management Controls' operations.

The Client's Experience

Technical Cyber Tabletop Exercise

Cyber Management Alliance collaborated closely with MCI to design and execute a technical cyber tabletop exercise. Our structured approach ensured that the tabletop exercise was tailored to MCI's unique needs and objectives.

Daniel Iturbe, Vice President of Infrastructure and Security at MCI, commended the team's professionalism:

"From the initial scoping discussions through to exercise delivery, Cyber Management Alliance demonstrated a level of professionalism and expertise that instilled confidence in their abilities."

Here are some of the highlights of the Client's experience with the Technical Cyber Tabletop Exercise planned and conducted by CM-Alliance:

- **Professional Planning:** The exercise was carefully crafted to simulate realistic cyber incidents relevant to MCI's industry and operations.
- **Engaging Facilitation:** Amar Singh, the facilitator, led the exercise with a deeply engaging style that maximised participation from all technical attendees. His expertise ensured that complex scenarios were accessible and thought-provoking.
- **Maximum Engagement:** The exercise's interactive nature encouraged open dialogue, critical thinking, and collaborative problem-solving among the team members.

"Amar's deep domain knowledge and ability to engage with both technical and executive audiences made the tabletop exercise an incredibly valuable learning experience for all involved."

Daniel Iturbe, Vice President of Infrastructure and Security at MCI

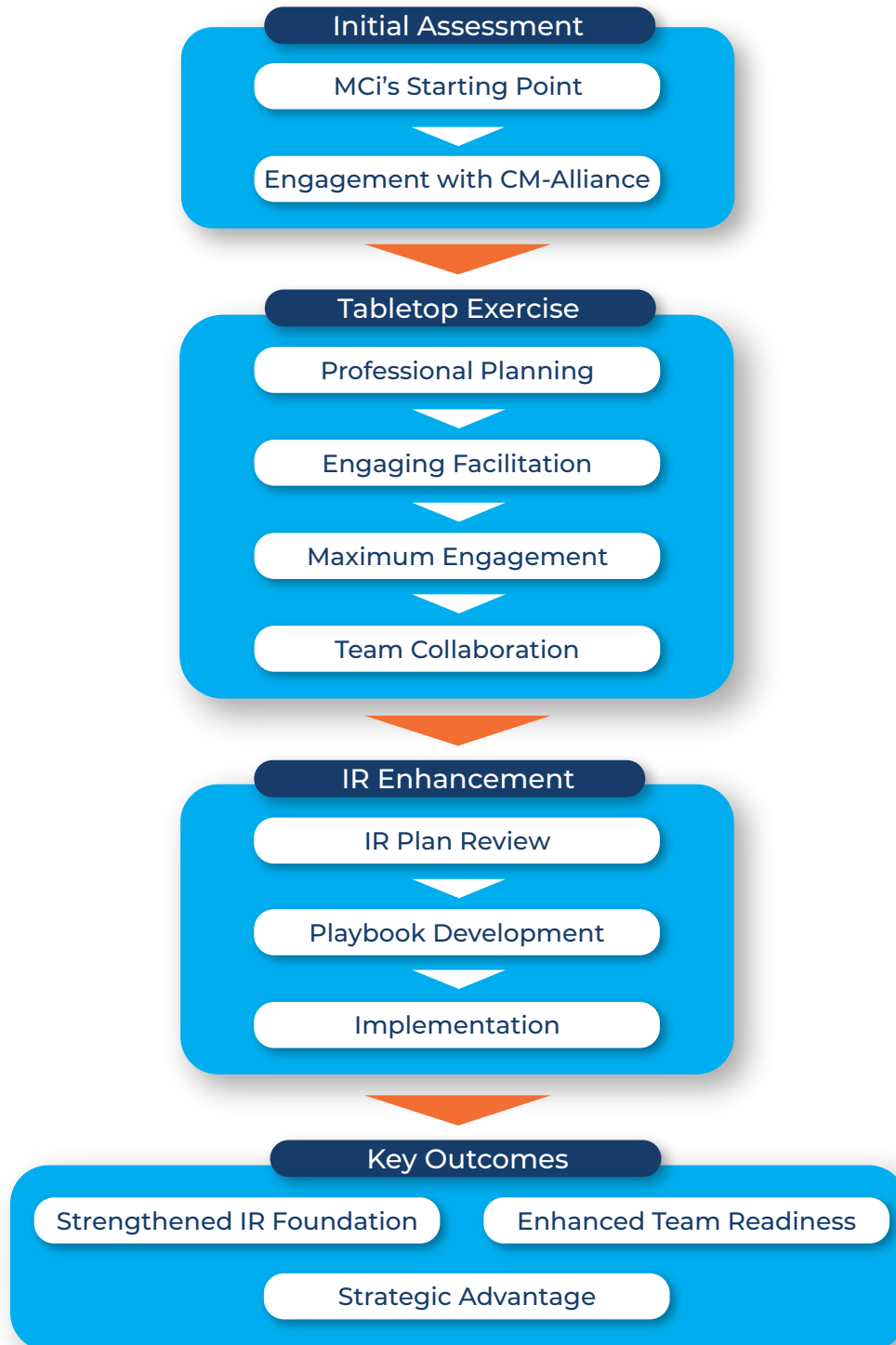
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The Client's Experience (cont)

The tabletop exercise itself was a highly engaging and impactful experience. Amar Singh, the lead facilitator, masterfully guided participants through realistic scenarios, eliciting valuable insights and fostering team collaboration.

The carefully crafted content and Amar's skilled facilitation maximised participant engagement, as Daniel noted: "Amar's deep domain knowledge and ability to engage with both technical and executive audiences made the tabletop exercise an incredibly valuable learning experience for all involved."

The Client's Experience (cont)



The Client's Experience

Review of IR Plan and Creation of IR Playbook

Following the successful tabletop, Cyber Management Alliance thoroughly reviewed MCI's existing incident response plan.

Leveraging their extensive expertise, the consultants provided actionable recommendations to strengthen the plan's effectiveness.

The Client found some contributions particularly beneficial in achieving their organisational goals including:

- **Depth of Knowledge:** Cyber Management Alliance's lead consultant brought a wealth of expertise in incident response, offering insights that enriched the IR plan.
- **Continuous Support:** Throughout the process, the consultant provided unwavering support, ensuring that the playbook was practical, actionable, and aligned with MCI's operational realities.

Daniel said: "The Cyber Management Alliance consultants displayed an impressive command of incident response best practices. Their insights and recommendations were pragmatic and perfectly suited to our organisation's needs. The IR playbook developed by Cyber Management Alliance is a game-changer for our team. It's a robust, user-friendly guide that has greatly streamlined our incident response processes."

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How CM-Alliance Helped the Client Achieve Their Goals for Enhanced Organisational Cyber Resilience

Outcomes and Benefits

Management Controls Inc has significantly strengthened its incident response capabilities through its partnership with Cyber Management Alliance.

- The cybersecurity tabletop exercise provided invaluable insights and reinforced the importance of cross-functional collaboration during incidents.
- The enhanced IR plan and newly developed playbook give MCI the tools and processes needed to mitigate and manage potential cybersecurity events effectively.

While no organisation can guarantee complete immunity from cyber threats, MCI now has a rock-solid foundation for incident response. With Cyber Management Alliance as its trusted partner, MCI is well-positioned to navigate the ever-evolving threat landscape with greater resilience and confidence.

“What sets Amar apart is his genuine passion for helping organisations improve their cybersecurity posture. His enthusiasm is contagious and inspires teams to strive for excellence in incident response. Working with Amar is like having a trusted advisor and partner in your corner. His commitment to client success is evident in every interaction, from the initial scoping discussions through to the final deliverables.”

Daniel Iturbe

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How CM-Alliance Helped the Client Achieve Their Goals for Enhanced Organisational Cyber Resilience (cont)

The collaboration resulted in significant enhancements to MCI's incident response capabilities including:

- **Strengthened IR Foundation:** MCI now possesses a robust Cyber Incident Response playbook that provides clear guidance for responding to incidents.
- **Enhanced Team Readiness:** The tabletop exercise improved the technical team's preparedness and confidence in managing cyber threats.
- **Strategic Advantage:** With refined incident response strategies, MCI demonstrates leadership in protecting clients' data and maintaining trust.

Proactive Leadership – A Key Component for Building Cybersecurity Maturity

In the opinion of the CM-Alliance team, Daniel's proactive leadership was pivotal in the success of this initiative. His commitment to excellence and strategic vision ensured that the partnership with Cyber Management Alliance was productive and aligned with MCI's goals.

Some of his standout qualities that made MCI's engagement with CM-Alliance a success include:

- **Visionary Leadership:** Daniel recognised the importance of continuous improvement in cybersecurity and championed this project.
- **Team Builder:** His ability to foster collaboration enabled seamless integration between MCI's teams and the consultants.
- **Business Alignment:** Daniel's focus on aligning IT initiatives with business objectives ensured that the outcomes supported MCI's broader mission.

Client Feedback on Their Engagement with CM-Alliance

Daniel Iturbe consistently praised the CM-Alliance team's depth of knowledge and the lead facilitator Amar Singh's expertise, passion, and commitment, which set him apart as a trusted advisor in cybersecurity.

From simplifying complex concepts to tailoring solutions for unique challenges, the team's exceptional approach, professionalism and experience with cyber incident response plans and processes have proven invaluable in enhancing MCI's cyber resilience capabilities.

Here's what Daniel had to say about Amar's leadership and his contributions to MCI's endeavour of enhancing its overall cybersecurity maturity:

- "Amar's ability to break down complex cybersecurity concepts and make them relatable for all audiences is truly remarkable. His engaging facilitation style kept everyone invested throughout the tabletop exercise. He has an uncanny ability to anticipate potential challenges and provide practical solutions tailored to an organisation's unique needs."
- "What sets Amar apart is his genuine passion for helping organisations improve their cybersecurity posture. His enthusiasm is contagious and inspires teams to strive for excellence in incident response. Working with Amar is like having a trusted advisor and partner in your corner. His commitment to client success is evident in every interaction, from the initial scoping discussions through to the final deliverables."
- "Amar's leadership and expertise were instrumental in elevating our incident response capabilities. His guidance and support throughout the engagement have been invaluable in our journey towards greater cyber resilience."

About Daniel Iturbe



Daniel Iturbe is the Vice President of Infrastructure and Security at Management Controls, Inc. (MCi), with over 22 years of experience in IT, cloud architecture, and cybersecurity.

Known for building high-performing teams and aligning IT strategies with business goals, he leads strategic initiatives that ensure operational excellence and scalability.

Previously, he held leadership roles at WCA and Petrobras, managing complex infrastructure projects and optimizing IT operations.

An MBA graduate, Daniel specialises in IT infrastructure, cybersecurity, and compliance, driving efficiency and value through innovative technology solutions.

About Amar Singh



Amar Singh is a globally recognised cybersecurity expert, crisis management practitioner and former CISO who has shaped security strategies for industry giants including, but not limited to SABMiller, News International and the *British Medical Journal*.

As CEO and Co-Founder of Cyber Management Alliance Ltd, he has pioneered three UK Government's NCSC Assured training programmes, including the renowned Cyber Incident Planning & Response Course.

A trusted advisor to financial institutions, healthcare organisations, and government bodies worldwide, Singh brings a unique blend of strategic insight and practical experience to the cybersecurity landscape. His expertise has been sought by *The Economist's Intelligence Unit* and the *Financial Times*, whilst his commitment to developing future talent is evidenced through his active involvement in university lectures and CISO mentoring programmes.

Amar's ability to translate complex technical concepts into actionable business strategies has made him an invaluable advisor to boards and executive teams across multiple sectors.

About Cyber Management Alliance

Founded in 2015 and headquartered in London UK, Cyber Management Alliance Ltd. is a recognised independent world leader in Cyber Incident & Crisis Management consultancy and training.

The organisation is renowned globally as the creator of the flagship Cyber Incident Planning and Response training certified by the UK Government's National Cyber Security Centre. The CIPR is the only certified course in the world that addresses strategy and planning for nontechnical middle to senior management.

Cyber Management Alliance has serviced over 500 enterprise clients in multiple verticals including government, banking, finance, IT, consultancies, healthcare, oil & gas and retail across 38 countries. It has carved a niche by assessing, building and improving its clients' Cyber Incident & Crisis Management capabilities through training, tabletop exercises, health checks and audits.

Our global leadership in incident response, CSIRT and Security Operations and our satisfied client base puts us in a unique position to offer the best, up-to-date advice and guidance to our clients.

We have enabled world-leading organisations such as FIFA, NHS, Capita, BNP Paribas, Waverton Investment Management and Unilever amongst others to assess their Incident Maturity and Breach Readiness through our unique Cyber Crisis Management Audits, Assessments, Tabletops and Workshops. *British Medical Journal*, Capita and Gyroscope are some of the organisations that have benefitted from our VCSIO and Trusted Advisory services.



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