



CUSTOMER CASE STUDY

Assisted Living and Towerwall:

Towerwall Penetration Testing Strengthens Security
for Two Assisted Living Centers



OVERVIEW

Scott Bryant

Both **The Baldwin** in Londonderry, NH, and **Edgewood** in North Andover, MA, are senior living centers, specifically, Continuing Care Retirement Communities (CCRCs) that offer a range of services and amenities for older adults. Both facilities provide independent and assisted living, memory care and skilled nursing to residents, ensuring a continuum of care as needs change.

For **Scott Bryant**, IT Director of The Baldwin and at Edgewood, cybersecurity is a critical priority. Supporting over 160 users across two multi-state locations, Scott understands that protecting sensitive resident data and maintaining network integrity requires strategic planning and expert validation. Scott turned to Towerwall for penetration testing services, building on a trusted relationship from his previous company.

*"I've worked with **Towerwall** for years," Scott recalls. "At my prior job, Towerwall managed our security scans and pentests, so when I joined Baldwin and Edgewood, they were the natural choice."*



ALIGNING PENTESTS WITH INFRASTRUCTURE UPGRADES

Demonstrating Scott's proactive approach to security, the timing of Towerwall's penetration testing at Baldwin coincided with Scott's broader technology roadmap, which included a planned firewall upgrade at Edgewood.

Scott explains. *"The pentest just happened to align with that transition, which was good timing for testing both facilities."* The pentest served as a valuable checkpoint, verifying the robustness of both facilities' defenses during a period of transition.

The tests revealed vulnerabilities in firewall configurations and internet access points. Though Scott's managed service provider (MSP) took time to address the issues, Towerwall patiently retested after each fix. *"They were great to work with,"* Scott notes. *"Even when my team lagged on patches, Towerwall verified everything was resolved."*

While the testing process extended over four weeks—longer than Scott had anticipated, the thoroughness of Towerwall's approach **ensured no vulnerability went unnoticed**. Scott appreciated the comprehensive reporting and clear explanations provided, which enabled his team to efficiently address identified issues.

Overcoming External Challenges

The testing phase was not without its hurdles. Scott's MSP occasionally lagged in implementing recommended fixes, and his internet service provider (ISP) introduced connectivity variables that delayed the process. *"My guys dragged their feet on fixes, so the process felt drawn out,"* he admits.

Despite these hurdles, Towerwall's team remained adaptable, retesting systems as needed and ensuring all vulnerabilities were properly mitigated. Towerwall's thorough reporting and flexibility stood out. *"Their report was clear, and they walked us through every finding. That transparency was invaluable."*



A Methodology That Scales

Whether testing Baldwin's newer, smaller network, or Edgewood's larger, more established infrastructure, Towerwall's approach remained consistent and effective. Their focus on access points rather than user volume ensured thorough coverage regardless of network size. This scalability gives Scott confidence that Towerwall can grow alongside Baldwin and Edgewood's evolving needs.

For Scott, Towerwall's consistency is key. *"Whether you have 46 users or 1,000 users, they test access points rigorously,"* he says. Though some testing is outsourced, Scott emphasizes that quality never wavered: *"The results speak for themselves, always detailed and actionable."*



WHY TOWERWALL EARNS TRUST

Moving forward, Scott plans to maintain regular pentesting schedules with Towerwall, ensuring both facilities stay ahead of emerging threats. Towerwall's value lies in their proven track record and commitment to quality. Their ability to deliver actionable insights reinforces his trust in their services.

In an industry where data breaches carry severe consequences, Towerwall's penetration testing provides Scott and his team with the assurance and peace of mind to know their systems are as secure as possible.

Proactive security is the best defense. ***"Towerwall is the obvious choice."***