



CUSTOMER CASE STUDY

Building Security on Trust:

Christian Care Ministry's 7-Year Partnership with Towerwall

OVERVIEW



When Saeed Garner joined Christian Care Ministry (CCM), a nonprofit Medi-share provider based in Melbourne, FL, as Director of Information Security seven years ago, the clock was ticking. The C-suite had urgent security initiatives waiting. Saeed knew exactly where to turn: Towerwall.

Why start a new vendor relationship from scratch? He already had a trusted partner. One forged over years, surprisingly, right from the top. "My relationship with Towerwall's Michelle Drolet stretches back 12 years ago when I was managing security at the retailer Five Below and before that, David's Bridal," Saeed recalls. "And at the time, I did not realize she was the CEO for a good two years!" That accessibility set the tone. "This whole time I'd been talking directly to the CEO."

In a business world where chatbots fill in for customer service reps, providing a close, personal touch is extremely rare. A company founder, hands-on, helping its client purchase essential security products for years prior.

SUSTAINING PARTNER LOYALTY

This wasn't new. Towerwall had been Saeed's strategic security partner long before CCM. Why the loyalty? "Every organization prior to working for Christian Care, I've always worked with Towerwall. Most places I've worked for are small to medium-sized companies, so budgets matter. Constraints are real. Towerwall consistently delivered." Saeed needed specific security software to build robust programs. Crucially, Towerwall found solutions "always at a cost that fit my budget." A practical partnership. Essential for organizations like CCM.

Facing those pressing C-suite demands at the Ministry, Saeed leaned on that established trust. "Versus trying to strike up a relationship with a new value-added reseller and going through all the getting-to-know-you phase... it was easier to stay with a trusted relationship with Towerwall." Time was critical. Efficiency foremost. The existing rapport meant Saeed could move fast. "I was able to go from, 'Hey, the C-suite wants this,' to being able to have different products in my hand and then getting pricing that fit the model." No lengthy sales cycles or product pitch decks. Towerwall was the intermediary, acting on behalf of CCM and safeguarding their priorities.



Foundational Visibility

But where to begin at a Ministry needing a sustainable security posture? Saeed's approach is fundamental: "The first order of business was visibility."

A cornerstone principle. "I can't secure what I don't know." His experience building security programs from the ground up - often in companies new to dedicated security - meant understanding the landscape was job number one. Towerwall provided the tools and services needed to achieve that crucial visibility. The foundation upon which everything else rests.



HITRUST CSF Readiness Support

Towerwall played a crucial advisory role in the Ministry's HITRUST readiness assessment. **Saeed states that Towerwall proactively "lent me its resources" throughout the process.**

This included providing valuable advice to overcome roadblocks and guidance on "different ways we could do things and present it to the business," ensuring the journey from idea to certification stayed on track.

Penetration Testing

Towerwall also provided "exceptional" penetration testing services early in Saeed's tenure at CCM. Their testers helped "unearth a lot of things" within CCM's environment. Crucially, they collaborated effectively with CCM's IT team, enabling issues to be resolved "quite quickly." While CCM rotates pen test providers periodically for fresh perspectives, Saeed confirms they are returning to Towerwall for an upcoming test, praising their "really good testers" who have consistently found critical issues at CCM and in his previous roles.

For seven years, this dynamic has held. Towerwall isn't just a vendor; they've been Saeed's advocate and consultant. A partner navigating budget realities while delivering the necessary security solutions CCM requires. The relationship, sparked by a CEO personally helping a customer buy products and enduring through urgent initiatives and foundational builds, is built on more than transactions. It's built on trust, efficiency, and a shared understanding of the unique challenges faced by mission-driven organizations.

"It's been a healthy partnership," Saeed summarizes. A partnership focused on enabling CCM's security success. One conversation - even one with the CEO - at a time.