



CUSTOMER CASE STUDY

Biotechnology and Towerwall:

A Security Partnership Built on Objectivity, Outcomes, and Trust

OVERVIEW



David Kiklis

Formerly CIO of biotechnology company Replimune, David Kiklis knows all too well how cybersecurity is mission-critical in highly regulated industries.

He knows how to operate in an environment where **data integrity, compliance, and risk mitigation** aren't optional. For more than two decades, Kiklis has relied on his trusted cybersecurity partner Towerwall to keep the company secure, compliant, and ahead of emerging threats.

What began as a professional engagement has grown into a lasting partnership—built on trust, expertise, and a true friendship.



OBJECTIVE AUDITS AND STRATEGIC GUIDANCE

Highly regulated industries like biotech must meet stringent compliance frameworks, particularly ISO 27001.

Towerwall has played a pivotal role by conducting objective cybersecurity audits, identifying gaps, and advising solutions—without the conflicts that can arise when the same firm also implements tools.

“I need Towerwall to be objective versus the implementer, or a vendor’s biased recommendation,” Kiklis explains.

“Having Towerwall assess my state of compliance ensures we meet or exceed all controls. If something happens, I can prove we weren’t negligent.”

Security audits have been instrumental in maintaining a requisite compliance posture, even during tighter budget cycles. And when formal audits pause, the relationship didn’t—underscoring value that goes beyond service-to-client transactions.

STAYING AHEAD OF EMERGING THREATS

The cybersecurity landscape never stands still, and niche solutions keep emerging to address specific risks. Towerwall has been a key ally in introducing a range of third-party solutions that can fill critical gaps.

“They surface small, niche products that do one thing but do it well,” Kiklis notes. *“Zach and the team at Towerwall keep me in the loop on emerging companies and technologies that strengthen defenses.”*

This proactive approach helps Kiklis anticipate threats rather than just react to them—a must in an industry where intellectual property and patient data are prime targets by threat actors.

A Partnership Built on Trust and Friendship

Beyond audits and risk assessments, the personal connection stands out. Kiklis and Towerwall founder and CEO Michelle Drolet have built a 20-year partnership that goes beyond client relations.

"We've known each other for so long that it's as much a friendship as it is a business relationship," Kiklis reflects. *"Michelle calls me regularly, not just to talk about cybersecurity, but to stay in touch."*

That rapport fosters open communication and a deep understanding of compliance challenges and long-term goals. Whether collaborating at industry events like the [Information Security Summit](#) at MassBay Community College or catching up informally, the partnership thrives on mutual respect.



A Model for Long-Term Cybersecurity Success

For David Kiklis, Towerwall is more than a services provider—they're a strategic ally. Their work together shows that cybersecurity success depends on expertise, objectivity, and genuine partnership.

"Towerwall has truly been an extension of my team," says Kiklis. *"Their guidance has been invaluable in navigating a complex threat landscape while keeping us secure and compliant."*

In an industry where trust is everything, David's relationship with Towerwall stands as a model for achieving cybersecurity excellence through collaboration, foresight, and enduring professional bonds.



A TRUSTED ADVISOR IN TIMES OF CHANGE

The journey hasn't been without challenges. As in any business, budgetary fluctuations occasionally paused formal audits, but Towerwall's partnership remained steadfast.

"Even when discretionary spend tightened, Michelle and her team stayed engaged," Kiklis recalls. Their collaboration extends beyond compliance—Towerwall's insights helped to navigate challenges like targeted ransomware and supply chain vulnerabilities.

"Michelle doesn't just sell services; she invests in the community," says Kiklis.

This dual focus on industry leadership and personal connection solidified Towerwall's role as a cybersecurity compass—guiding not just through audits, but through every strategic pivot.