



CUSTOMER CASE STUDY

Building a True Cybersecurity Partnership:
My 26 Years with Towerwall

OVERVIEW



By Ron Gove, IT Director,
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As the IT Director at Long's Jewelers, my partnership with Towerwall started almost immediately after I joined - roughly 26 years ago. To be honest, it's been so long I can't even recall the exact introduction.

I believe it was a vendor who connected me with its founder Michelle Drolet, and from that very first interaction, we became genuine friends. I guess you could call that a 'meeting of the minds.'

Our partnership has only deepened over time.



FROM FIREWALLS TO A FULL CYBERSECURITY PROGRAM

When we started working together, cybersecurity was in its infancy, a much simpler practice. Towerwall primarily helped us with core protection, basically ensuring our firewall was robust and keeping the bad guys out.

But as the digital world exploded, so did the threats. Towerwall didn't just keep pace; they proactively evolved our cybersecurity program. We now leverage multiple services and insights from Towerwall. It's been a journey of constant adaptation.

WHY WE NEEDED A PARTNER LIKE TOWERWALL

The demands on my small IT team are immense. For over 23 years I was a solo IT department supporting 90 users. Even now, with a second team member focused on help desk and projects, there are only two of us managing 180 users across multiple retail locations – a significant expansion since coming out of COVID.

Cybersecurity isn't a set-it-and-forget-it task; it demands continuous attention, expertise, and dedicated resources that we simply couldn't spare internally. Staying ahead of relentless threats like AI-driven attacks, automated bots, and the sheer pace of technological change felt impossible alone.

Enter the Virtual CISO: Expertise Without the Overhead

That's where Towerwall's virtual CISO (vCISO) program became absolutely invaluable. It provided the enterprise-level security leadership we desperately needed without the prohibitive cost of a full-time executive hire. Michelle and her team stepped in seamlessly as our dedicated cybersecurity experts. They fill critical gaps, allowing my team to focus on core IT operations while knowing our security posture is in capable hands.

The Towerwall Difference: Partnership, Trust, and Proactive Insight

What truly sets Towerwall apart is how deeply embedded they are in understanding our business. They aren't just another vendor: they're an extension of our team. Towerwall knows us intimately, understanding our budget constraints, "how I play the game," our company culture, and what solutions will genuinely fit our needs. There's never a high-pressure sales pitch, just thoughtful, tailored recommendations on vendors, tools, and strategies that align with our specific situation.

This level of partnership is built on profound trust. We don't just have meetings; we grab lunches, share insights freely, and have developed a genuine friendship. That trust means I can lean on them without hesitation whenever a security concern arises or guidance is needed.

Furthermore, Towerwall keeps us proactively informed. Their monthly check-ins are crucial, but it's the broader ecosystem they provide that adds immense value - seminars, webinars, online training resources, and their informative website. This constant flow of information helps us anticipate emerging threats rather than just reacting to them.

**They help us "stay ahead of the curve"
in a landscape that changes daily.**





A PARTNERSHIP FOR THE LONG HAUL

In the high-stakes world of cybersecurity, you need allies who grow with you. Towerwall has done exactly that for Longs Jewelers for 26 years. They've guided us through massive changes - from early firewall days to navigating post-COVID expansion and now confronting the risks posed by AI. Throughout it all, they've kept us secure, compliant, and, most importantly, confident in our defenses.

If you're leading a lean IT team feeling overwhelmed by the complexities and relentless pace of cyber threats, I can't recommend Towerwall's vCISO program highly enough. It's far more than just a service; it's a true partnership that provides enterprise-level security expertise, proactive guidance, and the peace of mind that lets you focus on driving your core business forward. That's been our experience for over a quarter-century, and it's why we plan on growing with Towerwall for many years to come.