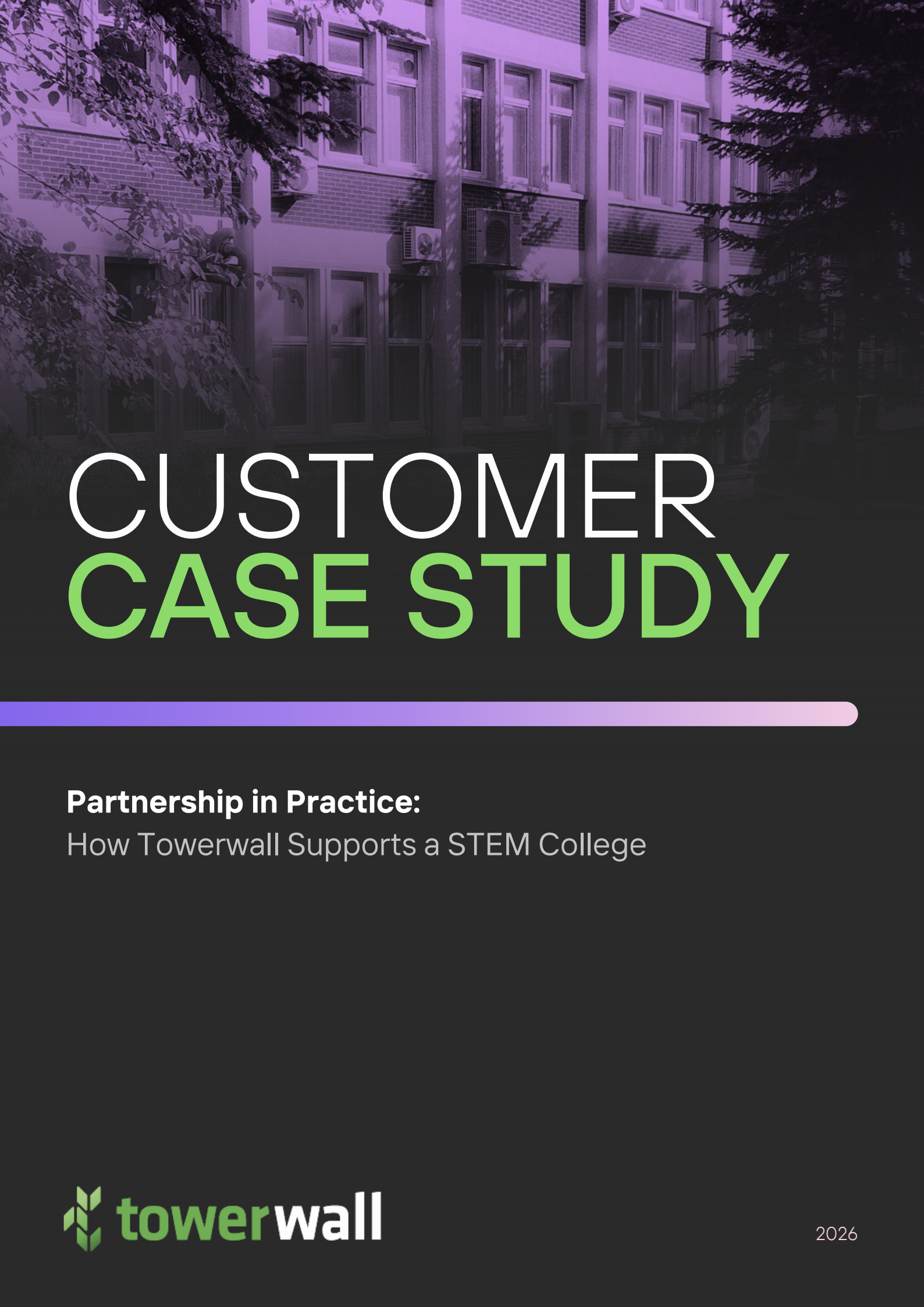




CUSTOMER CASE STUDY

Partnership in Practice:

How Towerwall Supports a STEM College



OVERVIEW

STEM Colleges

Select any **STEM college** and you know it operates in a complex technology environment. With 8,000 students and an IT staff of **80 supporting 10,000 external accounts**, the college must continually adapt to changing cybersecurity and infrastructure demands.

For any Chief Information Officer, that reality makes flexibility essential. Security priorities shift, new tools emerge, AI challenges surface, and hard decisions must be made within real budget limits and realistic timelines.

In this environment, IT values partners that help it sustain its leadership role as a place where students can earn their science, technology, engineering and mathematics (STEM) degree programs.



A PARTNERSHIP BUILT AROUND NEEDS

Colleges need something more than a typical value-added reseller relationship. They need a partner they can trust to navigate a broad infrastructure and plan a cybersecurity journey: a long-term colleague that can take the reins and ingrain itself into a five-year plan.

Towerwall distinguishes itself early by taking a consultative approach. Rather than pushing products to sell, or trying to force decisions, the team focuses on understanding the organization's goals, constraints, and timing. To help evaluate options, compare products, and determine what fits best within an allotted budget.

Towerwall works behind the scenes to align vendor recommendations with what its clients can realistically adopt and manage. This kind of work involves patience, it's about respecting the organization's purchasing pace, avoiding pressure tactics, and not steering the client toward favored vendors, or the most popular. **Every environment is unique. Each assignment must be customized.**

Towerwall takes pride in supporting a deliberate process that is centered on fit, affordability, and organizational readiness.

Helping To Navigate Constant Change

To work effectively, cybersecurity cannot be a one-and-done project. The industry changes every few years, making regular reassessment essential. The fast adoption of AI has altered the playbook but core best practices have not altered and they cannot be dismissed. For most organizations, digital transformation often outruns the IT department's capacity to keep up. That means organizations need partners that can straddle periods of unexpected disruption and bridge gaps as required.



Towerwall supports that process by staying aligned with planning cycles. Towerwall helps line up relevant vendors and solutions for areas its clients want to assess, such as next-gen VPNs and zero-trust (ZTNA) services.

Just as important, Towerwall helps you stay grounded in financial reality, never introducing services or solutions that fall outside the budget. Towerwall's added value is to *help stretch strategically while keeping recommendations tied to what the client can support.*

That support extends into pricing and payment structure. Towerwall has experience with SLAs and pricing strategies, arranging favorable payment options, including 0% financing structures.



AN EXTENSION TO THE TEAM

The relationship is not limited to planning conversations. One area has been assessments and testing. Towerwall is often deployed to conduct security assessments and regular penetration testing. The broader value, however, **goes beyond any single service**. Towerwall is a responsive source of expertise, someone to contact when questions crop up, when vendor insight is needed, or in helping staff think through options, bringing in the right vendor relationships at the right time.

From product evaluation and vendor coordination to pricing support, payment flexibility, and expert guidance, Towerwall helps its clients manage cybersecurity needs in a way that fits their values.

The takeaway is clear: the strongest client relationships are built not on pressure, but on responsiveness.