

CUSTOMER SUCCESS STORY

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# Follett Corporation





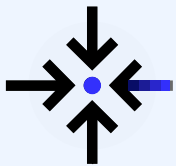
## Company Overview

Follett provides a wide range of educational products to Pre-K and K-12 schools, districts, and college campuses. For more than 140 years, the company has been focused on making it easier for schools to run, teachers to teach and students to learn. The company serves over half of the students in the United States, and works with **80,000 schools** as a leading provider of education technology, services and print and digital content. Follett Corporation is also higher education's largest campus retailer and a hub for school spirit and community, operating nearly **1,200 local campus stores** and over **1,600 virtual stores** across the continent.



## Cybersecurity Team and Environment

Follett Corporation runs a hybrid security environment, with traditional on-prem and multi-cloud environments. The company leverages security technologies in both Azure and AWS, as well as in IBM WebSphere, and manages approximately 20,000 endpoints. More than half of the endpoints are spread among the company's retail environments, with the rest among its business units.



## Cybersecurity Challenges

According to Paul Groisman, Director of Cybersecurity and Chief Information Security Officer (CISO) for Follett Corporation, one of the company's critical security challenges was overcoming a lack of visibility across the environment. "The lack of visibility, the lack of knowing what's actually out in our environment and what potential threats we are experiencing, what type of activity are we seeing and what activity are we not seeing right," he says. "That was a major concern with some of our legacy traditional antivirus software, that we really did not have a great consistent process to manage across our environment."

Additionally, the company was challenged with timely vulnerability and patch management. "Before GuidePoint, we had very limited confidence. Because of our network architecture, the way our retail environment is, there was a delay in getting updates and patches out to our endpoints. We had traditional antivirus software and it had limited success in detecting more advanced threats, as well as some that may have been pervasive in our environment for a longer period of time."



## GuidePoint Security Helps Follett Corporation Shine a Light on their Environment

GuidePoint worked with Follett to evaluate and implement solutions that provide significantly better visibility at the endpoint and to improve their overall vulnerability management program. “We feel a lot better about the capability, the product and the services we have in place now. Not having that expertise in house, but being able to call upon a trusted partner like GuidePoint has been a game changer for us. We have consistent engagement, consistent quality and consistent results.”



**PAUL GROISMAN**

Director of Cybersecurity and Chief Information Security Officer (CISO)  
Follett Corporation

**“I would recommend GuidePoint to other CISOs because they take a customized and tailored approach to their customers. Rather than trying to push certain products, they really take the time to know and understand their customer’s environment, know and understand their dependencies and what their problems are. Without trust you don’t have anything. I think GuidePoint takes a really hard stance on trying to build trust with their customers and be that trusted Security Advisor,”** says Groisman.

### Examples of GuidePoint Services that Follett Corporation has Relied Upon

#### **APPLICATION SECURITY**

Prior to working with GuidePoint, Follett Corporation did not have a formal Application Security Program. “By performing several Application Security Assessments, as well as a gap assessment around our application security program, we’ve been able to identify key opportunities for improvement, key milestones and key objectives on how to measure and monitor and develop an overall Application Security Program.”

#### **VULNERABILITY MANAGEMENT**

Follett Corporation did not have the expertise in house and GuidePoint came in to manage this program for the company. “We’ve seen a lot of value in bringing in a managed service partner to help with vulnerability management. We see a lot better engagement, we see a lot better quality, and timely results from vulnerability scans, as well as risk and managing our remediation activities.”

#### **REPORTING TO THE BOARD**

Follett Corporation required assistance with producing cybersecurity metrics that were specifically relevant to the organization. Additionally, the company wanted to better understand its current security posture and develop a tailored maturity model and roadmap for improvement. “From a high level strategy perspective, having GuidePoint assist with our board of directors’ visibility has been significant. GuidePoint’s industry-specific subject matter experts are aligning our program with the NIST cybersecurity framework and maturity model. This has allowed me to articulate a message to our board of directors that frankly, they were not aware of prior. It’s made a significant difference and benefit for our organization and I credit GuidePoint for their assistance and helping us out with that.



## GuidePoint Provides Tailored Solutions to Help Follett Corporation Address their Specific Security Challenges

Groisman and his team selected GuidePoint Security as a partner because of the breadth and depth of expertise, as well as GuidePoint's personalized approach. GuidePoint Security has taken the opportunity to learn about our business, understand the Follett environment, understand our leadership structure, what our current challenges are, what are issues we dealt with in the past and develop an approach that is customized for our organization. That's been quite significant."

Another important point that Groisman notes is with regards to GuidePoint Security's unique Regional Partnership model. I have access to my account executive, as well as to our regional partners. I have the ability to ask questions and get immediate responses. This is what clearly separates GuidePoint apart from some other competitors in this space – having this local touch, but national capability sets them apart."

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**"It allows me to sleep at night knowing the fact that we have a service provider providing 7x24 coverage and visibility, and has the ability to respond within our environment in a quick and timely fashion," says Groisman.**

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### About Us

GuidePoint Security provides trusted cybersecurity expertise, solutions and services to help organizations make better decisions that minimize risk. GuidePoint's unmatched expertise has enabled a third of Fortune 500 companies and more than half of the U.S. government cabinet level agencies to improve their security posture and reduce risk.