



COMPASS COMMERCIAL CONSTRUCTION

Stewards of Client Data—and Their Own

Founded in 2010, **COMPASS** is a \$245 million general contractor and construction manager. With 43 employees, Compass is considered a small business. But its projects are often massive. Think corporate headquarters, manufacturing facilities and industrial parks, and precast mega-warehouses scaled for e-commerce giants.

Ask anyone at Compass, and they will tell you their greatest asset is relationships. Compass prides itself on finding the right cultural fit—and that includes both staff hires and partner relationships with clients, subs, and vendors.

Whether the project is as large as the 358,000-sf Toyota Tsusho or as small as a locally owned 5,500-sf Crew Car Wash, “being good stewards of our clients and building relationships are of foremost importance to us,” says Jade Dugger, Operations Development Manager.

The Business Challenge

For several years, Compass relied on a managed services provider (MSP) to handle responsibilities like overseeing licensing, antivirus tools, and infrastructure. But the company knew it needed a cyber risk management program to protect its data—and that of its customers and vendors. “The same vulnerabilities exist no matter what size the company,” says Dugger. “Why not be ahead of the cyber security curve as a small business?”



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Jade Duggers

Operations Development Manager



As always, relationships were key. Would it be possible—and worthwhile—to keep its MSP while engaging a cyber security partner? Could the MSP continue to handle day-to-day IT concerns while collaborating with a cyber security team to identify and mitigate those risks?

The Trava Solution

Trava delivered on all five of Compass's CARES principles:

Collaboration. Its integrated approach from assessment through mitigation included a Security Council composed of staff, Trava, and the MSP.

Accountability. All stakeholders held one another accountable for mitigation efforts.

Results. Vulnerabilities were addressed on a regular cadence, and the degree of risk steadily diminished.

Enthusiasm. Uniting with a common goal and meeting regularly to support it boosted engagement.

Stewardship. The stewardship piece is an indelible part of company culture, so its clients and vendors were always top of mind when it came to protecting their data.

It's All About the Results

Once Trava started its cadence of assessments, the prioritizing and mitigation efforts could begin. A unified team of stakeholders—staff, the IT company, and Trava's vCISO—became an in-house security squad dedicated to minimizing risk. Under this Security Council's leadership, Compass could protect its data and that of its partners while also protecting cherished relationships with new and repeat clients.

BENEFITS

1

A **proactive** approach to security

2

Advice from true cyber security experts

3

Ability to **protect their data and client relationships**

4

A **vCISO at the table** to interpret and prioritize



WORDS OF ADVICE

When it comes to cyber security, it's easy to be out of sight, out of mind. But when your assessment is put in front of you and you can truly see the risks, it changes your outlook on the importance of cyber security. Even if it seems difficult, even if it seems like extra work or extra expense, and even if it will take time, do what's right, not what's easy."

Jade Duggers

Operations Development Manager, Compass

