

CYBERSECURITY PROJECT COMPLETION WITH TECHSOLVE ENSURES BUSINESS RETENTION WITH A KEY CUSTOMER

ABOUT CRESCENT PARK CORPORATION. Crescent Park Corporation (“Crescent”) offers turnkey contract packaging services to the Food and Beverage, Health and Beauty, Personal Care, and Household Goods industries. Based in West Chester, Ohio, this manufacturer in Butler County has 160 employees working on-site at the facility. However, Crescent operates multiple locations across North America, including Ohio, Illinois, Pennsylvania, Iowa, and Tennessee.

THE CHALLENGE. In May 2024, Crescent was asked by one of its key customers to complete a CyberVadis vendor cybersecurity questionnaire. This questionnaire, which includes 55 questions and 200 sub-objectives, addresses a wide range of cybersecurity topics such as risk assessment, third-party management procedures, and incident response. Completing this questionnaire within the specified timeframe was essential to maintain business with this key customer. Although Crescent had systems in place, they lacked supporting documentation and artifacts for each response.

MEP CENTER'S ROLE. Having previously collaborated on CMMC compliance, Crescent contacted TechSolve for assistance with the questionnaire and related documentation. TechSolve reviewed the questionnaire, identified documentation that needed to be drafted for this project, and evaluated existing cybersecurity policy templates for their suitability for this engagement. TechSolve assessed Crescent’s current compliance status with the requirements outlined in the CyberVadis questionnaire, conducting a gap analysis, documenting any deficiencies, and developing a plan to achieve the target future state. Additionally, TechSolve provided and used their documentation toolkit to draft several custom policy documents addressing the questionnaire’s documentation needs. They also conducted reviews and testing for Business Continuity, Disaster Recovery, and Incident Response/Crisis Management, producing formal documents that Crescent used to demonstrate that they had completed the necessary testing of relevant plans. As part of this process, Crescent’s customer requested that they perform a Penetration Test. Consequently, Crescent was able to meet the deadline specified by this key customer and maintain their ongoing business relationship.

"Everyone in TechSolve's Cybersecurity Group that I've worked with (Mac Kern, Joe Anderson, Sarah Knapp, Matt Mullinix) is top-notch in my opinion. All of them are easy to work with and knowledgeable, forward-thinking - really want Crescent to improve. I always enjoy working with the Ohio MEP."

-Mike Dennis, Director - IT

RESULTS



\$14,000,000 in
increased/retained sales



\$10,000 in new investment

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