



Shoei Electronic Materials Strides Ahead with Security and Smooth Workflows

Business continuity is main key for TCS assessment of IT systems

Challenge

“The system is down again!” “With no WiFi, I’m dead in the water!” “Is my electronic data protected?” Who has not heard or spoken these words during a work day? Echoing these discouraging words, Diane Burnett, Operations Manager for Shoei Electronic Materials, Inc. (SEMI), in Corvallis found herself troubleshooting technology glitches too often.

With no in-house IT, SEMI also faced a lack of confirmation of the level of security in place, lengthy internet and email outages, and unnecessary delayed access to their current systems and software.

As a nanotech R&D facility, SEMI sets a high bar for security due to sensitive information. To optimize their IT systems for their top-notch staff and ensure business continuity, their search was on for an IT professional who could actually solve the chronic unreliability they experienced.

Finding the Right Partner

SEMI approached Dennis Miller of TCS Cyber Security (TCS). SEMI appreciated that on a previous project, Miller was responsive in a timely manner to their questions or system challenges. He would ask detailed questions and researched solutions when necessary.

His expertise is so broad, Burnett said, that he often solved problems more quickly and more effectively than other vendors: for example, the problem was fixed, there were no further call backs needed. They were also impressed by his “sensitivity”—his responding quickly and diplomatically when working with company confidences.

Assessment

Several hours of discovery by TCS revealed the underlying problems in the systems. The little things were symptoms of bigger problems. “We had to identify the problems to eliminate the symptoms,” said TCS’s Dennis Miller, a cyber expert with 25 years’ experience. He then stressed, “Once we identified the system problems, we implemented the fixes.”

SEMI knew they had an ally who had their back.

“TCS earned our trust, educated, guided us, made business continuity a reality even as we made the changes,” said SEMI’s Operations Manager Burnett.



TCS Cyber Security opens doors in Oregon Mid-Valley

Located in Oregon’s Mid-Valley, TCS believes businesses and information systems can be made efficient and secure while reducing risk within budgetary constraints.

TCS’s background includes computer systems, disaster recovery, Internet, networks, phone systems, software, and telecommunications. They bring expertise in PCI and SOX compliance.

Dennis Miller is a Certified Information System Security Professional (CISSP), the premier credential in cybersecurity.

TCS brings IT solutions to Mid-Valley firm:



SEMI in Oregon

Think high precision, highly regulated, quality-driven and you have **Shoei Electronic Materials, Inc. (SEMI)**. Based in Corvallis, Oregon, SEMI is an affiliate R&D arm of Tokyo-based Shoei Chemical Ltd.

Working with its mother company since 2013, this small company of Oregon scientists brings nano technology expertise to optimize electronics we all use. Think digital cameras, smart phones, LCD TV.





Path to Success

Assessing an IT system is a TCS strength. TCS guided SEMI through inventory, analysis, and change implementation, including the following:

- A. Performed a thorough network and system assessment to discover the strong and weak areas--avoiding fixing things that did not need to be fixed, but identifying areas for improvement.
- B. Created a data management process to secure and protect intellectual property, reduce bloat and clutter, and implement data backup, recovery, and access controls.
- C. Provided due diligence and vetting of third-party vendors to eliminate overlap and reduce vendor costs.
- D. The Active Directory (AD) system was problematic because it was not fully configured; this caused many of the system problems. Configuring the AD using Microsoft best practices created the foundation for system efficiency, stability, and security.
- E. By replacing end-of-life firewalls and restructuring the network, TCS created two separate and secured WIFI networks, one for business and one for employees. In addition, an isolated and secured network was created for the laboratory.
- F. Developed policies and standards to guide security practices and maintain consistency for hardware, software, email, user accounts, and passwords.

Results

- ❖ A technology update that
 - allowed SEMI the freedom in knowing they were secure,
 - enabled staff to get their work done in a timely way, and
 - streamlined communication using a consistent, shared standard.
- ❖ Made data storage and processing timely and dependable. This tamed the information bulge and assigned user access to ensure security.
- ❖ Integrated cybersecurity, risk management, and business continuity plans in their company processes.

Benefits

- ✓ Monthly service cost reduced by 35%,
- ✓ Information bulge decreased by 50%
- ✓ 10-50% decrease in daily administration time previously diverted to troubleshooting technology
- ✓ Software licensing fees decreased by \$4000
- ✓ Made the way smoother for SEMI to do the science they are good at.



Positioned for the Future

Keeping SEMI's business goals and preferred practices in mind was key in aligning technology solutions that met staff and company ways of working.

“We now have safeguards, standards, and have clearer access to our data because it is now systemized.

“We understand the flow patterns of where risks are, why we have to be alert, and what we would lose.”

Diane Burnett, Operations Manager, Shoei Electronic Materials, Inc.

