Windsor-Essex County Health Unit Reclaims Time and Unlocks New Possibilities

Windsor-Essex County Health Unit in partnership with other agencies and health care providers, seeks to enable all Windsor and Essex County residents to be as healthy as possible.

CUSTOMER CHALLENGE

Windsor-Essex County Health Unit conducted a penetration test that revealed several areas needing attention. Although we had a partner at the time, it became clear we needed stronger support. After speaking with Amol and Omar, their depth of expertise became clear and gave the confidence that they would be the right partner to move forward with. Fernando Bayuga said, "I really knew from the first conversation that they knew what they were doing and they were the people that I wanted to work with."

SOLUTION

One of the urgent security gaps was the lack of Multi-Factor Authentication (MFA). We had strict budget and timeline constraints, so we turned to CrucialLogics and, after reviewing other options, decided to implement Microsoft MFA. The team stepped in with a clear plan and executed flawlessly, meeting our deadlines and budget without compromising on quality.

CrucialLogics has played a critical role in supporting a range of key IT initiatives for the organization. It helped secure and properly configure Microsoft Intune and Defender, strengthening endpoint management and threat protection in alignment with best practices. The team also provided expert guidance on AI governance, helping to establish responsible use policies, assess potential risks, and align AI tools with business objectives. Additionally, CrucialLogics provided strategic consulting on Microsoft licensing and hardware procurement, ensuring maximum value and security.

RESULTS

CrucialLogics went beyond addressing immediate concerns by sharing a strategic roadmap that identified additional security gaps. The team's support delivered significant value by hardening the Microsoft tenant, implementing the right policies, and laying the groundwork for future cloud expansion. According to Fernando, "It's given me so much more confidence as an IT leader to have the support of CrucialLogics, and having their expertise just a phone call away has completely shifted my perspective on what's possible."

> *"We have confidence in the people CrucialLogics brings to the table, and you'll finally have time to focus on other priorities. You'll have a strong team backing every project you take on with them, and it's going to make your IT life a lot easier."*
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> — Fernando Bayuga, Manager, Facilities/Information Technology, Windsor-Essex County Health Unit