

FOCUS TECHNOLOGY

focustsi.com

Case Study - Airlines & Aviation

# Resilient IT and Incident Response for a Major Aviation Operator

## CLIENT SNAPSHOT

**Company** A major aviation and airport management organization overseeing terminal operations, facility maintenance, and the passenger experience at a leading international airport. | **Industry** Airlines & Aviation | **Size** 51–200 Employees | **Client Since** 2016

## Background

This aviation operator runs one of the busiest terminals in the New York area, serving 22 airlines and more than 27 million travelers in 2025. The operator has long relied on Focus Technology for managed IT services, beginning with a network assessment and lifecycle refresh that delivered high availability, redundancy, and a stable foundation for terminal growth, and continuing with ongoing network and server support. More recently, the operator engaged Focus Technology for Incident Response services after experiencing dissatisfaction with its previous provider, reinforcing a partnership built on reliability and responsiveness.

### Business Challenge

- Current Incident Response provider failed to meet expectations, prompting a search for a replacement
- Expiring IR retainer required renewal with a provider capable of tighter integration
- Incident response needed to be aligned with the newly deployed Arctic Wolf security solution

### Technical Challenge

- Existing IR retainer did not deliver the expected level of service
- Limited value realized from the current Incident Response engagement
- Need for a provider able to deliver responsive, technically aligned incident response

### Financial Challenge

- Existing IR retainer carried a high cost relative to the value delivered
- Unused retainer hours could be applied to other services, but the overall investment remained costly
- Need for a more cost-effective incident response model with predictable spend

## The Outcome

By partnering with Focus Technology, the organization now has a defined path to expert support during a cyber incident, with readiness planning and rapid response that help protect business continuity and limit disruption. Technically, the incident response retainer provides rapid response coverage alongside included readiness services that prepare the organization for a cyber incident before one occurs. Financially, those readiness services deliver value even in the absence of an incident, and rapid response coverage costs a fraction of the previous retainer, eliminating concerns about unused hours and an overall investment that was hard to justify.

## Why Focus Technology?

Focus Technology is an award-winning MSP and trusted IT partner for business, technical, and financial leaders. Our engineers evaluate emerging technologies and simplify complex environments, strengthening security and modernizing infrastructure. We deliver clear business, technical, and financial outcomes that help organizations operate confidently and remain competitive. Contact us today at (617) 303-0480 or marketing@focustsi.com for a no-obligation consultation.