

# How Franklin County Secures Public Services with Splashwire and Cynet

## CASE STUDY

### Background

Franklin County provides a range of government services such as Health and Human Services, Government Administrative Services, Public Safety, Criminal Justice Services, Fair housing Services, Elections and more that make everyday life and commerce possible for over 159 thousand residents in South Central Pennsylvania.

For Franklin County IT leaders like Director of IT Noll Wilt, stopping cyberattacks from affecting the systems behind these services is a priority for public health and community safety. "My team is dedicated to providing these services through the efficient and effective use of the county's available resources in an honest, open and caring manner."

### Challenges

Government services like County of Franklin are seeing a growing number of attacks focused on disruption of public services and stealing of data. must guard against the same advanced threats facing the private sector. Cyberattacks targeting the public sector are up 51% year over year. "I knew we needed to improve our security posture while protecting against the threat landscape while still being cost conscious" Noll Wilt says.

The risk of more frequent and sophisticated cyberattacks is exacerbated by a skills shortage across government IT teams. 49% of public sector entities report lacking the necessary resources to meet their cybersecurity goals, according to the World Economic Forum. "It is unrealistic to fully staff an onpremise cybersecurity team with so many competing initiatives throughout the county; having a strong security posture is a more fiscally and operationally efficient approach" Noll Wilt says.

To overcome these limitations and boost resilience, many teams in the sector seek support from managed service providers (MSPs). Franklin County needed a more comprehensive solution that also included 24/7 SOC (Security Operations Center). Franklin's previous cybersecurity solution was limited just to the endpoint and had no backstop of 24/7 services.



#### Gaps in Protection

"We had no visibility and began to realize that we were not necessarily as safe as we thought."



#### Legacy Tools

"Our endpoint technology and methodology was not leveraging advanced monitoring capabilities that could actively thwart attacks."



#### Uncertainty

"The rapidly growing threat landscape sometimes felt difficult to keep up with, particularly as we adopt hybrid cloud solutions."

To address these pain points, Franklin County sought a partner that could deliver complete visibility and protection while empowering Noll Wilt's team to confidently safeguard county services.



### Franklin County

#### Industry

Public sector

#### Country

United States

#### Leader

Noll Wilt, Director of IT  
Franklin County

#### Website

<https://www.franklincountypa.gov/>



"Partnership with Splashwire and Cynet works well because of the personal touch."

"Cynet outperforms competitors that cost more."

"Cynet allows us to sleep better at night."

## Solution

Franklin County partnered with Splashwire, an IT Consulting firm covering the Mid-Atlantic Region, to deliver a strategic and security plan with full breach protection using Cynet's All-in-One Cybersecurity Platform, backed by 24/7 SOC support.

### For Noll Wilt's team, key differentiators included:



#### Value

"Cynet outperforms competitors that cost more."



#### Detection

"Cynet monitoring across endpoints is far beyond anything we'd previously experienced."



#### "Built, not Bought" Simplicity

Noll Wilt values Cynet's in-house platform, saying "built, not bought" ensures deeper product knowledge and support.



#### On-Demand SOC Support

The All-in-One Cybersecurity Platform with around-the-clock monitoring by world-class experts in Cynet's SOC.

## Key Benefits

For Franklin County, the transformation was immediate. "Splashwire's team of trained professionals have experience implementing and using the product," Noll Wilt says. They quickly onboarded Wilt's team and deployed the All-in-One Cybersecurity Platform across Franklin County's environment.

### Supported by Splashwire and protected by Cynet, Wilt's team has achieved advantages for Franklin County such as:



#### Better Visibility

"We have a better awareness of threats and a better system to deal with them now."



#### Improved efficiency

"Cynet gives me the information to quickly handle incidents and provide forensics that show stakeholders what happened and how to prevent it."



#### End-to-end Automation

"Cynet's AI alerts us to suspicious patterns, not only on the machine, but across the network."



#### Access to expertise

"Cynet's SOC gives us an augmented staff for monitoring and reviewing potential threats that we might otherwise not have time to look at or notice," Wilt says. "Support by Cynet is timely and responsive"



#### Ongoing enablement

"Splashwire advises us on best business practices and keeps us up to date on the changing technology landscape. They recently onboarded us with Cynet 360 for our mobile phones."

## About Cynet

Cynet's All-in-One Cybersecurity Platform unifies a full suite of security capabilities on a single, simple solution, backed by 24/7 expert support. Cynet is purpose-built to enhance protection for small-to-medium enterprises and to maximize margins for MSPs.

Learn more at [www.cynet.com](http://www.cynet.com)