

How Parachute Helped Clarity Consultants Achieve ISO Compliance and Unlock \$Millions in Future Revenue

CASE STUDY

\$200k/year

saved by eliminating the need to hire a CISO

100%

compliance achieved on ISO 27001

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“Parachute keeps our company safe, makes us more efficient, and actually turns IT security into a competitive advantage.”

MILES MCGINLEY,
Chief Operating Officer (COO),
Clarity Consultants





Clarity Consultants provides corporate training for some of America's largest enterprises. Its L&D consultants help organizations develop effective learning strategies, increase employee skills, train leaders, and manage change.

HIGHLIGHTS

Challenges

- Increasing IT security demands across client base
- Needing to achieve ISO 27001 compliance within 8 months

Solution

- Partnered with Parachute to bolster security posture and achieve compliance
- White-glove support felt like having CISO on the team
- Conducted gap analysis and developed roadmap
- Built portal to track progress
- Rolled out advanced security services including SIEM and Vulnerability Management

Results

- Meets ISO deadline and retains major client
- Protects \$Millions in future revenue
- Compliance becomes a powerful sales weapon
- Business is safer and more competitive

Challenges

MEETING COMPLEX COMPLIANCE REQUIREMENTS

Clarity Consultants takes the security of its clients' data incredibly seriously. When the COVID-19 pandemic hit, organizations were confronted with increased cyberthreats, and Clarity saw a sharp increase in clients' IT security demands.



COO Miles McGinley explains: *"We saw consulting contracts grow from one page of basic IT security requirements to up to 40 pages of detailed, complex, in-depth, and expensive requirements that we now had to maintain."*

Then an even bigger challenge arrived. One of their major clients, a Fortune 500 business, took its security requirements to the next level. They mandated that Clarity prove ISO 27001 compliance within a tight 8-month timeframe.



"It created a real time crunch for us. If we wanted to stay competitive, win this new business, and continue to work with certain enterprise clients, the pressure was on to meet internationally recognized ISO security standards," says Miles.



SLEEPLESS NIGHTS AND NO CLEAR PATH FORWARD

Of course, losing one of their largest accounts due to non-compliance wasn't an option. But Clarity wasn't sure where to start in leveling up to the new standard.

Miles says, *"We were getting more and more nervous because we didn't really know how to tackle this problem. It can keep you up at night just knowing you have this big requirement ahead of you."*

Clarity began to address some elements of compliance themselves. But as the deadline crept closer, the situation became more urgent.

That's when they turned to Parachute.

"If we wanted to stay competitive, win this new business, and continue to work with certain enterprise clients, the pressure was on to meet new security standards."

Solution

CRUSHING COMPLIANCE AND PUMPING UP THEIR SECURITY POSTURE WITH PARACHUTE

After a single meeting with Parachute's compliance team, reaching the stringent requirements of ISO 27001 felt achievable.



"I breathed a huge sigh of relief," says Miles. "Parachute was already a trusted partner and based on the caliber of the people in their compliance team, we had a lot of confidence that they would get everything done in a timely manner."

The project's strict time constraints didn't deter Parachute's team of compliance experts. Aware of the potential ramifications of non-compliance, they got straight to work analyzing Clarity's already robust security status, to understand where gaps in compliance existed.

Miles was thrilled that the white-glove support Parachute provided as their MSP extended into the compliance team. Parachute was so knowledgeable and attentive, it felt like having a dedicated Chief Information Security Officer (CISO) on his team—but without the \$200k/year salary!

A ROADMAP FOR COMPLIANCE AND BUSINESS SUCCESS

Next, Parachute used the gap analysis data to create a roadmap forward. This outlined all the controls and services Clarity needed to achieve ISO 27001 compliance and retain it over time.

Miles appreciated that Parachute didn't have tunnel vision on compliance. They considered how every new initiative could impact Clarity's team, support their growth plans, and create a competitive advantage.

However, Miles was still troubled by one question: how would the compliance journey be documented? Parachute eased any concerns by building a customized portal.





Miles says, *“With the portal, we had visibility into all the steps that needed to happen. We could tick off areas where we already complied, see where we needed to make changes to processes and technology, then track those changes and upload evidence as we went. The portal gave us a lot of confidence that we were going to figure this out.”*

Parachute then resolved several compliance gaps. They rolled out advanced security services including Security Information and Event Management (SIEM) and Vulnerability Management. Every implementation was run in a controlled way to minimize any impact on Clarity’s business and staff.

REGULAR COMMUNICATION, NO SURPRISES

Parachute maintained good momentum on the project through clear and open communication. Regular meetings and proactive phone calls ensured Miles knew what was happening and where they were in the process.

This fostered trust and ensured everyone was rowing in the same direction.

PUTTING PARACHUTE IN FRONT OF CLARITY CLIENTS

Simultaneously with delivering ISO 27001 compliance, Parachute provided even more support. They helped Clarity navigate other certifications and client demands—even speaking directly to Clarity’s clients when things got technical.



Miles says, *“It’s a big vote of confidence that we trust Parachute to talk directly with our clients. We have the utmost confidence that they represent our company well and can answer all of our clients’ questions. This enables our business to keep moving forward and maintain velocity.”*

“When Parachute came on board, I breathed a huge sigh of relief.”

Results

RETAINING A FORTUNE 500 CLIENT AND PROTECTING \$MILLIONS IN FUTURE EARNINGS

With Parachute’s intimate approach and deep compliance acumen, Clarity continues to meet its ISO 27001 requirement—and maintain a valuable relationship with a Fortune 500 client.

With compliance controls implemented and a raft of advanced security measures in place, Clarity **future-proofs its business and protects millions of dollars in future revenue.**

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Miles says, *“Without the support from Parachute and our enhanced security posture, we couldn’t compete effectively for some business and it would go to our competitors with an ISO certification. Without this support, we’d potentially lose out on millions of dollars of revenue.”*



ATTRACTING NEW BUSINESS WITH 100% COMPLIANCE

While many companies achieve ISO 27001 compliance without a perfect score, Clarity was proud to reach 100% compliance. It's a powerful weapon for winning more business.



“Getting to that hundred percent point is a big deal because it gives us a lot of confidence and helps us stand out among our competitors,” says Miles.

Parachute is more than an IT vendor for Clarity. They're a trusted partner that proactively drives IT security standards. This means senior leaders like Miles feel less stress—and stay focused on other strategic priorities.

He says, *“Parachute is always coming to me with new and better recommendations. It's nice to have such a strategic partner who's on top of all of the latest requirements and best practices for us.”*

A MORE EFFICIENT AND PRODUCTIVE BUSINESS

Parachute's positive influence stretches beyond security and compliance. As Clarity's MSP, they provide monitoring, maintenance, and 24/7 help desk support, which keeps the business highly efficient and productive.



Miles says, “As our MSP, Parachute has reduced all the downtime that was previously associated with IT problems. Our people stay up and running and get more work done. Everything runs like a well-oiled machine now.”

BEST CHOICE FOR SECURITY AND COMPLIANCE NEEDS

Miles recommends Parachute to businesses searching for an honest, hands-on partner to meet their security and compliance needs.

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“Parachute is a trusted partner who provides guidance, support, and expertise—and instills confidence that they are invested in your success. They keep our company safe, make us more efficient, and actually turn IT security into a competitive advantage.”

“Without the support from Parachute, we couldn’t compete effectively for some business and we’d potentially lose out on millions of dollars of revenue.”

Achieve IT compliance without being stressed or overwhelmed

Find out how Parachute helps you get there faster and better—and build a more competitive, future-proofed business.

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