



CloudTrust Inc

# IT Consulting & MSSP Provider Leverages FileCloud's File Management Platform for Extensive Customer Compliance Enablement

case study

## Answering a Demand for Data Integrity

CloudTrust is an IT compliance consulting company based in St Petersburg, Florida and Denver, Colorado. Compliance first is a way of life for the company's CEO and co-founder, Geoff Groves. During 2020, as corporations were forced to accommodate remote work, Geoff observed that many companies were embracing cloud technologies and struggling with challenges related to data security in the wake of Covid. In response, he and CloudTrust's founding partner Ed Morrow set up CloudTrust as a cloud and data center computing company with a highly compliance-driven focus. CloudTrust's own internal IT infrastructure is largely cloud based.

Among its team members, CloudTrust is often referred to as an "IT-compliance-engineering" company. It is AWS-certified and was heavily focused on AWS cloud services. However, in line with demand, it's also now strongly concentrated on helping organizations with traditional on-premises IT environments to prepare for compliance audits.

The CloudTrust team believes that protection of customers' data is an important mark of an organization's integrity. Part of CloudTrust's mission is to help create a future in which compliance and cybersecurity are business enablers, rather than the business stumbling blocks they're so often presented as today. The company has now grown to encompass its own core staff, as well as a team based in India. It also has two auditing partners who are members of the board but also manage a separate, independent company.



## Highly Sensitive Data with Stringent Requirements

Clients that depend on CloudTrust include:



**A company that provides advanced translation services** for healthcare and federal customers. This company processes federally designated and protected information, and must comply not only with HIPAA, but with DFARS, NIST and GDPR security mandates.



**A major university** uses CloudTrust's expertise to ensure that it remains compliant with standards such as StateRAMP and CMMC.



**A healthcare IT company,** which offers aggregation, analytics, interoperability, and data management services to healthcare organizations.



**A large nonprofit healthcare organization** in Minnesota requiring SOC 2 and HIPAA-compliant environments, and various military entities.

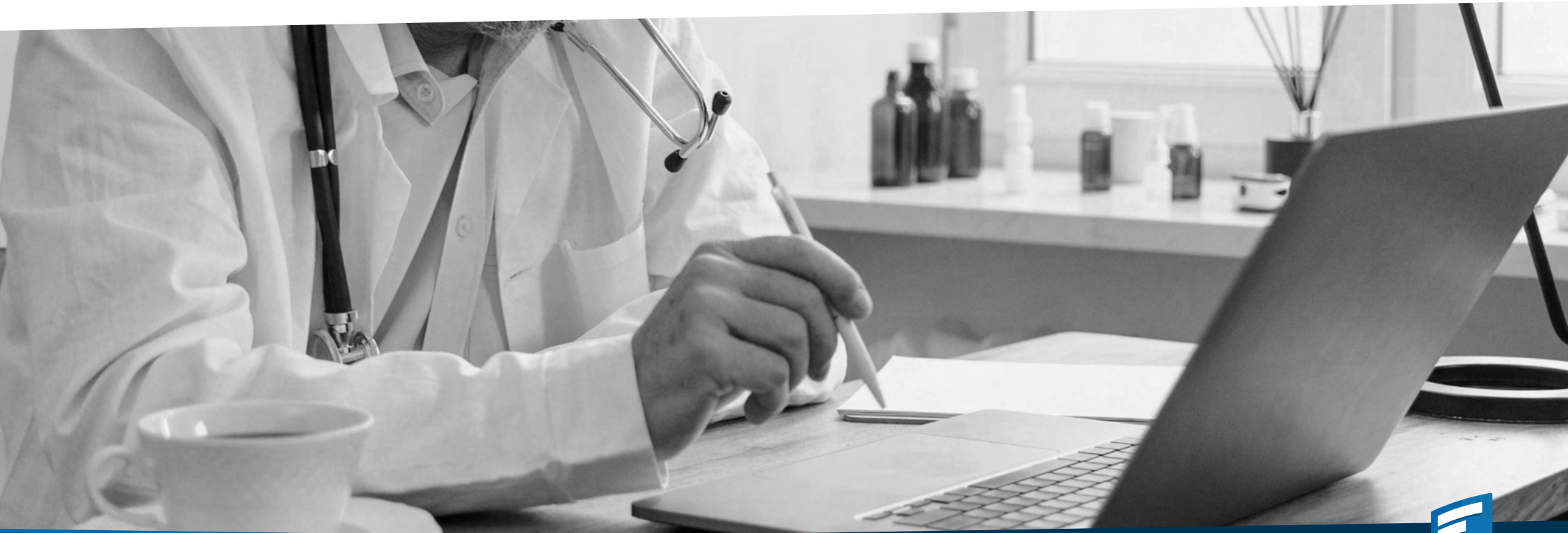
CloudTrust's experience with clients highlights the many security concerns that remain widely unaddressed, including remote workers who “bring their own devices” to work on multiple contracts, regardless of some companies' stringent DoD IL4 requirements. CloudTrust is currently developing a revolutionary platform that seeks to resolve this problem, which incorporates FileCloud as part of the solution.



## The Challenge: Preventing the Worst-Case Scenario

Working with the medical processing company presented some particularly deep security and compliance challenges. The company is provided with highly sensitive information that needed to be translated into 30 different languages. In this situation, a data leak would invariably be a massive crisis for the company, and more importantly, the customer. While the processed files were required to be readily available in various global locations (over 60), they also needed iron-clad protection.

While looking for a way to securely make the documents accessible for translation and distribution, CloudTrust explored the possibility of building many AWS workspaces. After investigating this option, they realized that it would be extremely cost-prohibitive, as it would entail large and perpetual annual fees beyond the client's budget.



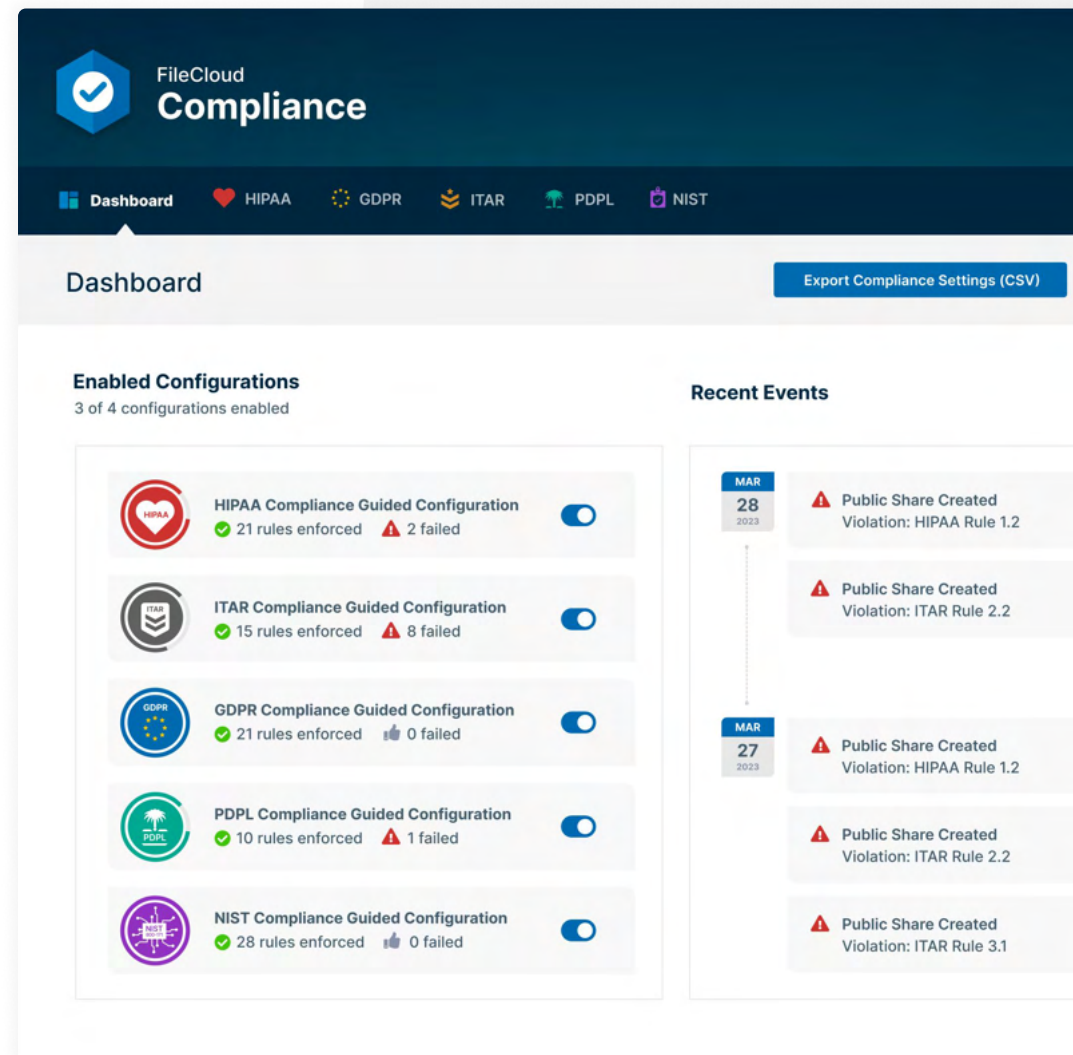


# Why FileCloud? Easy Infrastructure Integration and Simplified Compliance

When Geoff initially came across FileCloud's solution, he and his team were in the throes of dealing with the infrastructure challenges and decisions related to these highly confidential and sensitive translations for a major CloudTrust customer. The translation company also had stringent compliance requirements that its own customers wanted addressed, including guaranteed compliance with GDPR, HIPAA, and CMMC.

While CloudTrust sees value in AWS Workspace, and thinks highly of AWS as a platform, the translation company has found this option financially costly. For over 1,000 people, the cost can be up to \$50,000 per month on an ongoing basis. In addition, moving from one workspace to another, higher performance workspace, would inevitably require large overhead in terms of time and labor.

After researching options for his client, and coming across FileCloud, Geoff found that their solution provided everything necessary right out of the box. CloudTrust decided to deploy FileCloud as an initial step in a strategy aimed at freeing the translation company from AWS Workspace, and they are currently using FileCloud on this platform.



# Beyond the Backwoods: Elevating the Role of Logging in System Architecture with FileCloud

In the course of helping his clients reach their compliance objectives, CloudTrust has often found that logging is widely neglected by organizations and indeed software providers. When they realized that FileCloud provided built-in logging capabilities that were highly intuitive to decipher and use, they advised the translation company that FileCloud could provide superior ROI in terms of time, money, and energy when it came to achieving a state of audit-readiness.

While AWS Workspace offers AD logs, these are not collated in the manner required by NIST and SOC. They are also not easily searched, making them a frustrating experience for auditors. With FileCloud, however, auditors can quickly find the information they require and, in CloudTrust's experience, "Auditors just love FileCloud!". While other logging tools often prove cryptic and information elusive when conducting audits, with FileCloud, auditors have all the necessary information at their fingertips.

Audit Logs

Search Term

Filter Start Date

Filter End Date

Filter

Operation Filter : Common

User Agent : All

Show 10 Items

Manage

Refresh

User name	Message	IP	Agent	Created On
superadmin	superadmin getlicense	18.216.176.38	Hosted Admin	2024-Apr-09 10:37 AM
superadmin	superadmin superadminauthstatus	18.216.176.38	Hosted Admin	2024-Apr-09 10:37 AM
superadmin	superadmin superadminauthstatus	18.216.176.38	Hosted Admin	2024-Apr-09 10:33 AM
superadmin	superadmin getlicense	18.216.176.38	Hosted Admin	2024-Apr-09 10:26 AM

## A Holiday Breach

CloudTrust experienced an incident in which a customer had a breach that would allow threat actors to access logs on their system. Having spotted the breach, CloudTrust worked steadily during a major holiday period to ensure that the remediation steps were fully in place. Although the customer's Linux system had some logging capabilities, the client IT team didn't understand how to remove or read the logs, due to their unintuitive design.

The customer at the center of this incident was not using FileCloud, but for CloudTrust, this scenario highlights the superior intelligibility of FileCloud's logging capabilities. They believe that FileCloud can provide major advantages in similar scenarios, when there is huge pressure to implement remediation steps with speed and prevent disaster and damage to a customer's business operations and reputation.

The engineering part of CloudTrust builds systems. When these systems get audited by the auditing side of the firm, there is invariably criticism from auditors about the logging, which is time-consuming and expensive to build, and is often the last priority, despite compliance requirements for it. FileCloud's logging capabilities are, therefore, an outstanding feature that CloudTrust intends to leverage well into the future.

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The FileCloud logo is a blue square icon with a white stylized 'F' inside.



## IT Environment Flexibility

To cater to all their clients' compliance needs, CloudTrust was searching for a platform that would also allow them to operate in both Windows and Linux environments. They came across a YouTube video in which NetworkChuck, the well-known IT influencer, outlined the benefits of building a private cloud with FileCloud. CloudTrust engineers had already used Dropbox and were not interested in that product for their current business requirements. Their respect for NetworkChuck's IT knowledge was the factor that initially drew him to look at FileCloud as a possible solution.

Apart from FileCloud's user-friendly auditing capabilities, CloudTrust has also found that FileCloud is the logical choice due to its experience providing for the compliance needs of federal customers. SOC environments are often required by CloudTrust customers, and they want to have their systems assessed and remediated, a service that is often enhanced by a FileCloud installation.

## Great ROI in Relation to Competitors

The translation company is highly cost-conscious and was reluctant to pay for Microsoft licenses. However, this same organization was happy to invest in FileCloud because they find it so cost-effective in relation to the competition. They wanted to remove OneDrive as their solution, and it cost over \$100,000 to do so. In contrast, FileCloud's simplicity and transparency around pricing and licensing appealed to them immensely.



**CloudTrust considers FileCloud as a better CMMC solution than OneDrive.** This is because, although Microsoft now provides a CMMC-compliant version of OneDrive, it is expensive. Unlike FileCloud's ability to smoothly integrate with existing systems, OneDrive requires organizations to build their infrastructure around it. It also lacks the auditing capabilities of FileCloud. In comparison, says CloudTrust CEO, Geoff, "FileCloud ticks all the boxes, plus many more".



## Personalized Service, Best-in-Class Support

Prior to deploying FileCloud within CloudTrust, the team was using OneDrive. Geoff himself says that he has used many file-sharing services, including Dropbox and Google Docs.

An important standout aspect of FileCloud's service in comparison to other solutions is the quick response of the FileCloud Support team to CloudTrust tickets. FileCloud provides a response within a couple of hours, at most. As an IT industry veteran who has experienced various products and services, Geoff greatly values the personable nature of FileCloud's support. He has also deeply appreciated the opportunity to talk first-hand with the developers and engineers who built the FileCloud system. This type of personalized service, he finds, is rare in the industry.

### Support Portal

Support Portal » Home



#### Submit Ticket

Use this form to submit a support ticket to our highly trained staff.



#### Announcements

View the latest news and announcements.



#### Knowledgebase

Browse the knowledgebase to find answers to commonly asked questions.







## The Outcome: A Satisfied Internal Team, and Satisfied Clients

CloudTrust team members now use FileCloud to share and collaborate on Word, PDF, and Excel files, as well as various other uses. The CloudTrust team of developers in India also uses FileCloud for distributing files, and to send share emails to files securely among members.

The team has also found the process of implementing FileCloud internally and for their customers surprisingly smooth, relative to their previous extensive experiences. Windows servers proved to be complicated and time-consuming to get up and running in the past, at times taking weeks to fine tune. In contrast, building FileCloud within GovCloud took around half of a working day to set up. They regard FileCloud's ease of implementation as "amazing".

In the process of using FileCloud Amazon Machine Images (AMIs) for implementation, the CloudTrust team noticed that many of the resources they needed were already on FileCloud Server. For example, the Security Technical Implementation Guides (STIGS) required by some of the CloudTrust customers for federal purposes were readily available, saving them a huge amount of time and energy.



## "Our Overall Experience with FileCloud was Awesome"

FileCloud's Workflow Automation feature is regarded as "a marvelous thing" at CloudTrust, and a core element of FileCloud's attraction for customers such as the medical translation company, which hosts its own instances of FileCloud Server (Advanced) on AWS. This company is so happy with FileCloud that they're planning to increase their number of licenses by up to 3,000. The translation company has put much labor and effort into getting the company ready for CMMC compliance, and FileCloud will continue to be a vital part of this process.



**"Our overall experience with FileCloud from day one was outstanding. Our relationship continues to grow, and we could not be more satisfied with what they have built and how they support us... just awesome."**

– Geoff Groves, CEO, CloudTrust.

At CloudTrust, there are further plans to incorporate FileCloud into a new product offering, which is patented and is currently in the process of being built. CloudTrust plans to market this product widely within the U.S. Additionally, CloudTrust has major plans to use FileCloud in their ongoing efforts to develop further creative ways of helping customers adjust their infrastructures to meet complicated federal data compliance and cybersecurity requirements.

## Try FileCloud Now

FileCloud's extensive functionality, ease of use, affordability, and world-class support make it the solution for file share, sync, and mobile access already adopted by enterprises and organizations around the world.

Take advantage of [FileCloud's free trial \(15-day online or 30-day server\)](#) and see how FileCloud can help your organization thrive by supercharging content collaboration and processes.

**REGISTER NOW**

FOR A FREE 15/30 DAY TRIAL,  
CANCEL ANYTIME

**GET A DEMO**

COMPLETELY FREE,  
NO STRINGS ATTACHED



## Summary

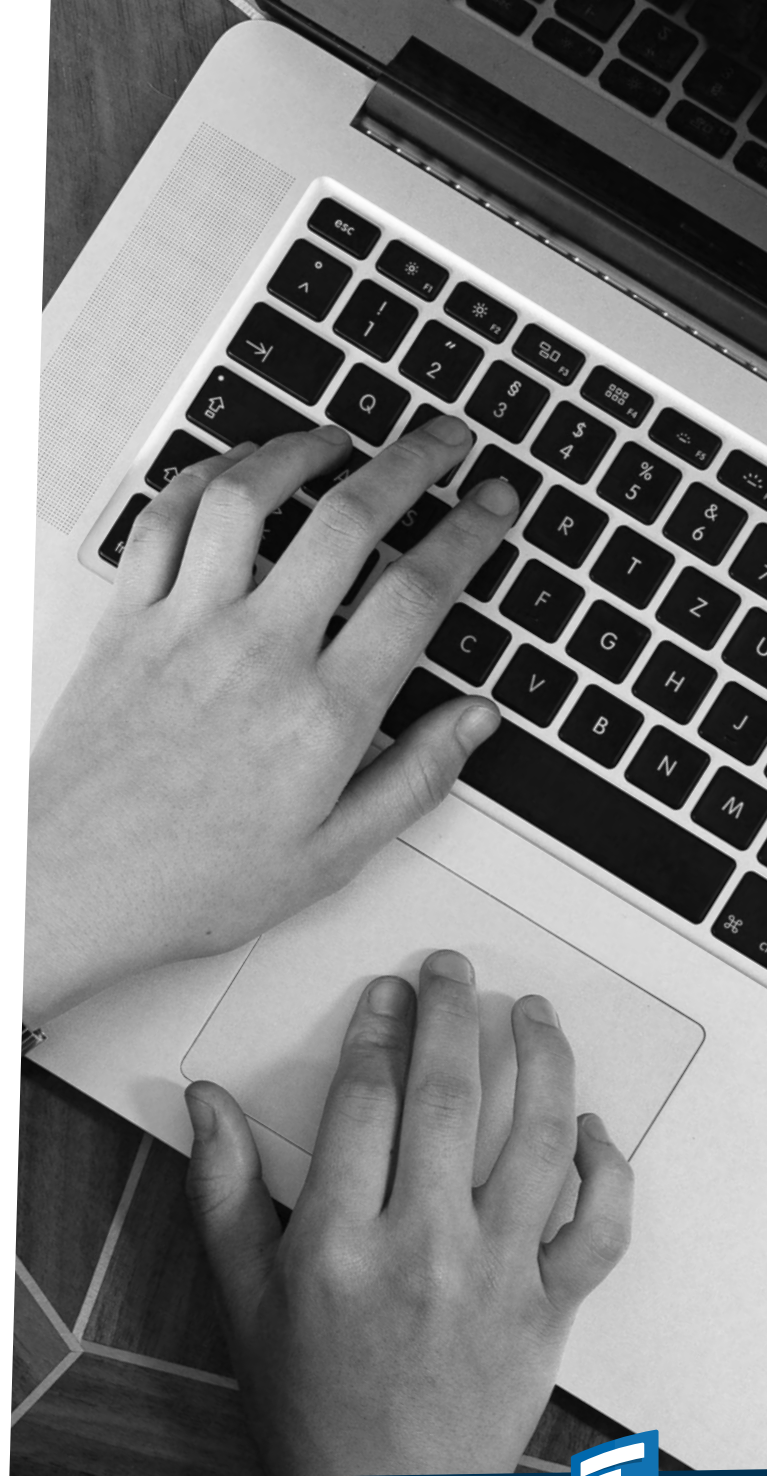
To compete in today's fast-paced market, companies need to get business done without being slowed down by IT challenges. We understand this. FileCloud's software is a solution focused on enterprise file sharing that is just as helpful to business practices as it is to IT requirements.

- Integration with existing resources helps lower business operating costs
- Extensive feature-set and ease of use helps increase user productivity
- Support for an ever-increasing reliance on a mobile workforce keeps you competitive.

FileCloud offers an Enterprise File Sharing and Sync (EFSS) solution that enables you to realize the benefits of collaboration and productivity with the security you require to protect your Intellectual Property anywhere it goes in the course of doing business.



To read more about how FileCloud can help keep your information secure as it is shared, visit [www.filecloud.com/enterprise-file-sharing](https://www.filecloud.com/enterprise-file-sharing)



## About Us

FileCloud is a hyper-secure file sharing, collaboration, and governance solution that provides industry-leading tools for compliance, data leak protection, data retention, and digital rights management. Workflow automation and granular control of content sharing are fully integrated into the complete feature stack.

The FileCloud platform offers powerful file sharing, sync, and mobile access capabilities on public, private, and hybrid clouds. Headquartered in Austin, Texas, FileCloud is deployed by top Global 1000 enterprises, educational institutions, government organizations, and managed service providers, with over one million users worldwide.



**1M+**  
USERS



**3000+**  
ENTERPRISES



**100+**  
RESELLERS



**90+**  
COUNTRIES



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