

SUCCESS STORY

Strategic Link Consulting Streamlines Security and Strengthens Client Trust with Tailored Penetration Testing

Equipping SLC with insights to strengthen their security posture.

Vertical: Financial

Number of Employees: 500

The challenge

Strategic Link Consulting (SLC), a financial SaaS provider, manages the critical task of protecting sensitive personal and financial data. With annual SOC2 audits and penetration tests required to maintain trust and compliance, finding the right partner to meet their high standards was essential. However, their experience with previous providers left them uncertain that all security gaps were fully addressed. The findings were often generic, consisting mostly of vulnerability scan results with little nuance. On one occasion, the findings were presented as 'sampled' examples, rather than a comprehensive list of every issue, leaving concerns that some vulnerabilities may have been missed.



David Hostetter, Principal Information Security Engineer at SLC, expressed how past tests hadn't delivered the depth needed to address the company's unique vulnerabilities: "Their reports were very expensive, yet didn't offer all of the insights that we needed." SLC sought a partner who could go beyond surface-level testing and deliver recommendations tailored to their specific challenges.

The solution

Already managing their security operations with NuHarbor as their MSSP, SLC sought to extend that partnership when it came to penetration testing. They needed more than a routine assessment—they wanted a solution that addressed their specific business risks and provided clear, actionable steps for improvement.

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Brad Davis
CISO

NuHarbor worked closely with SLC’s leadership, including Mr. Hostetter and VP of Infrastructure / CISO Brad Davis, to develop a penetration testing strategy that aligned with SLC’s timeline and budget. “NuHarbor met us where we were for timeline and budget. They adjusted the Pen Test scope to meet our specific needs,” said Davis.

The engagement was tailored to SLC’s critical needs, with a focus on data access and operational continuity. Hostetter appreciated the clarity of the process: “It was clear what my responsibility was, and what was NuHarbor’s.” This seamless collaboration enabled SLC to take swift action on the findings, using the detailed roadmap provided to address vulnerabilities efficiently.

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David Hostetter
Principal Information Security Engineer

SLC valued NuHarbor’s approach to customization. “NuHarbor didn’t offer a ‘cookie cutter’ service. They tailored their approach to what mattered most to us and provided deep insights,” Hostetter emphasized. This ensured that the testing was relevant to SLC’s unique environment, allowing SLC to make informed decisions that strengthened their security posture.

The results

NuHarbor’s Penetration Test exceeded SLC’s expectations, helping them address vulnerabilities proactively and strengthen their security posture. The collaboration enabled SLC to mitigate potential future threats while ensuring compliance.



Key achievements



Tailored engagement

NuHarbor customized the entire engagement, from scoping to reporting, including segmenting vulnerabilities by SLC's individual clients. This approach allowed SLC to provide clean, tailored, and comprehensive reports for their clients, meeting the unique needs of each environment. "One of the greatest points of flexibility we received from NuHarbor, which we hadn't experienced with previous providers, was their willingness to create five separate reports, four of which were specific to individual client environments. This allowed us to deliver professional, individualized reports to our largest clients, meeting our CTO and enterprise client management team's expectations," said Hostetter. This flexibility ensured that SLC could prioritize remediation for each client, aligning security improvements with specific client needs.



Actionable guidance

The report provided clear, actionable steps that allowed SLC to resolve issues efficiently. "NuHarbor doesn't just identify the problem; they help you solve it," said Hostetter.



Efficient prioritization

Delivered in CSV format, the report allowed Hostetter to quickly create prioritization lists and allocate resources effectively. "The CSV format made it easy for me to create a prioritization list for my team to start addressing issues right away," said Hostetter.



Leadership-ready summary

The Executive Summary provided SLC's leadership with a clear, high-level overview, enabling informed decision-making without overwhelming non-technical stakeholders.

Hostetter added, "These reports are the best we have ever received. They are more thorough and insightful than reports we have previously received from a Fortune 50 Pen Test company."

Through a tailored, client-focused approach, SLC found a partner in NuHarbor that helped them meet both internal security goals and external client expectations. The actionable insights, clear prioritization, and streamlined processes empowered SLC to stay ahead of security risks and maintain strong client trust.

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