



EverOps helps Guild Education Enable a Remote Workplace Through Identity Automation and Improved Network Security

The Client

Guild Education is a learning platform company that helps thousands of employers provide education benefits to its employees through accredited, non-profit learning providers. They were founded in 2015 with the belief that: “when opportunity is as evenly distributed as talent, everyone benefits. Individuals rise, companies grow, and our economy thrives.”

The Challenge

Guild Education needed a way to better support a remote workplace for its employees and do so in a way that did not compromise security or increase operational costs. Guild approached EverOps to assess the current state of their IT infrastructure, identify any risks and develop a roadmap to move forward.

The Solution

EverOps worked with Guild leadership and engineering teams very closely to review the current state of the IT infrastructure, with a main focus on the following IT areas:

- Network Layout and Security
- IAM & Endpoint Engineering
- Core Infrastructure Services

The result of this assessment identified the need for several solutions to be implemented by EverOps, such as:

- **Identity Management** – Automation for all employees to ensure that the onboarding and offboarding processes were secure and efficient through auto-provisioning and deprovisioning of all sensitive applications. Additionally, EverOps created a chatbot that introduced automation that integrated with several existing Guild tools, providing automated workflows for multi-factor authentication (MFA) and password resets.
- **Network Uplift** – EverOps decommissioned several physical offices and related networks, then subsequently redistributed equipment to the main office location to increase redundancy. Additionally, EverOps upgraded Guild’s wireless network from WPA2 to WPA3 site wide, reinforcing data protection with more advanced encryption techniques and mitigating the risk of password based attacks.
- **Engineering Processes** – Not all solutions are technical, some require procedural change as well. EverOps was able to establish a baseline operating model that supported the following:
 - Delivery Sprint cadence
 - Standup cadence for regular team check-ins
 - Corporate Advisory Board (CAB)
 - End-to-end delivery traceability and reporting for delivery teams and executive leadership

The Business Outcome

Everops was able to enable a fully automated onboarding and offboarding process that was reliable and secure that resulted in:

- \$220k per year in cost savings around identity management process automation
- Reduction in 40+ man hours per week in procurement processes
- Increased security with automated machine locking and application locking
- Increased engineering and leadership visibility into delivery cadence and value

As a result of the above benefits, Guild is now able to support a remote workplace for its employees while ensuring its IT operational processes are automated and trusted. This will allow Guild to scale quickly while knowing that security and quality are not at risk