

AmerCareRoyal: M&A Growth Protected by MXDR



If you've visited a chain restaurant to pick up a quick dinner or watched a game at a stadium in the U.S. and bought food from a vendor, you might have been handed an AmerCareRoyal product. AmerCareRoyal distributes the disposable plates, cups, cutlery, and other items food service establishments need to serve their customers on-the-go. The company also supplies back-of-the-house kitchen and food safety items, in addition to everything needed for dining-in or takeout.

"We are a supply chain company, and we source, make, and move materials to our customers and our distributors," says Jeff DeSandre, chief information officer for AmerCareRoyal.

For AmerCareRoyal, what started as two companies merging in 2016 was the beginning of a pattern of mergers and acquisitions of eight companies in total. Among them is PrimeWare, a manufacturer of BPI-Certified compostable and disposable cups, plates, containers, and more made from sustainable sugarcane bagasse or bamboo fiber.

According to DeSandre, "to integrate our acquisitions, we need a solid infrastructure foundation, consistent processes and procedures, and a clean master data stream so all the data is normalized so we don't have to be worried about the distraction of having something catastrophic happen with security."

AmerCareRoyal found a partner in managed extended detection and response (MXDR) by working with Ontinue ION. "With the challenges it solved, Ontinue became the centerpiece of our security program," DeSandre says.



Motivators

- Improve the security posture of a company growing rapidly through acquisition
- Make the most of Microsoft Security investments

Solution

- Ontinue ION provides 24x7 managed detection and response capabilities
- Provides access to security experts who are specialists in the Microsoft Security Portfolio

Outcomes

- Unburdens InfoSec team, allowing them to work on more strategic projects
- Augments team knowledge of Microsoft security stack
- Improves security posture overall
- Reduces complexity

About AmerCareRoyal

AmerCareRoyal provides disposable products for the food service and hospitality industries. Based in the United States, the company has a dedicated supply chain engine that unifies eight individual companies brought together by acquisition to deliver more than 6,000 types of products to its customers. The company must ensure its supply chain is secure and experiences minimal disruption to keep orders moving as they chart a path to integrate eight business units.

“What the Ontinue ION Cyber Defense Center brings us is peace of mind. But it also makes us nimbler as an organization because we're not worrying about what the Cyber Defense Center is worried about. We're worried about integrating acquisitions and making this company stronger and more efficient at working with our customers. And I can't put a price tag on that.”

Jeff DeSandre
Chief Information Officer,
AmerCareRoyal

M&A Growth with a Focus on Security

With every acquisition the product line grows, and AmerCareRoyal must integrate company cultures, processes, and systems, all while keeping data secure. Acquisitions could keep a CIO up at night, not knowing what lurks in a new acquisition's systems, but the partnership with Ontinue has helped the company significantly improve its security.

As DeSandre notes, “Ontinue is clearly an extension of our team, to the point where your team knows exactly when we went live with a brand-new transportation management system, because they're embedded with our business as a partner.”

By bringing in Ontinue ION, DeSandre also has managed detection and response covered, along with a security operations center (SOC) that enables AmerCareRoyal to have a strong security posture.

“What the ION Cyber Defense Center brings us is that peace of mind, but it also makes us nimbler as an organization because we're not worrying about what they're worried about,” says DeSandre. “We're worried about integrating acquisitions and making this company stronger and more efficient at working with our customers. And I can't put a price tag on that.”

Now that AmerCareRoyal can quickly bring newly acquired companies into their systems within 2 months, they're on track to fully bring on board the eighth company. AmerCareRoyal can also focus on supply chain optimization to ensure the products they distribute get to their customers when they're needed.

The Ontinue and Microsoft Relationship

As a company focused on the supply chain, the ERP system is one of the most critical applications for AmerCareRoyal's business.

“We're using an AS400 ERP system, and we've modernized it and made it extensible by building a very strong API layer using Microsoft Azure,” says DeSandre. “My business systems team lives and breathes ERP, and bolt-on applications. But for everything else, we're a Microsoft shop and that's where our expertise is.”

With such a significant investment in Microsoft, DeSandre says bringing in Ontinue helped his team build on and accelerate their knowledge of Microsoft security by learning with the Microsoft Security experts at Ontinue. “It was the icing on the cake for us because it really allowed us to pull it all together with one technology partner.”

While every acquisition has the potential to bring new security challenges, having Ontinue ION and the Cyber Defense Center puts DeSandre's mind at ease, especially since he had the opportunity during the sales process to meet employees who work in the SOC.

“We would not be able to build a security organization as effective as the Cyber Defense Center. I could not compete with that,” DeSandre says. “This was a big factor in our decision to work with Ontinue.”

“Ontinue has surpassed our expectations by far, in the services they deliver and how well they manage them.”

Jeff DeSandre
Chief Information Officer,
AmerCareRoyal



About Ontinue ION: Nonstop SecOps

Ontinue ION is the MXDR service of choice for Microsoft security customers that want to accelerate MTTR, proactively reduce risk, and reduce costs. ION combines a cloud-native platform, AI-driven automation, and designated security and Microsoft expertise to get faster at detection and response, prevent threats, and optimize Microsoft security tools.

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