

# HOW A SINGLE SOURCE MSP TACKLED DIVESTITURE COMPLEXITY

## CHALLENGE

When a venture capital firm acquired business units in two Latin American countries from a multinational European enterprise, they faced major challenges in establishing these operations as a standalone organization. The divestiture required not only migrating all data from the parent company's data centers but also building a new cloud-based infrastructure and a comprehensive cybersecurity framework from the ground up.

The project's complexity was magnified by the need to coordinate large-scale technical projects across different countries, languages, and time zones. Furthermore, the divestiture was confidential, limiting access to end-users and institutional knowledge, while the project scope evolved as more complex data migration needs were discovered. The new organization needed a single, expert partner to navigate the technical complexities and ensure a seamless transition.

## SOLUTION

Claro delivered a comprehensive, two-pronged approach that provided the new entity with a robust IT infrastructure and fully managed cybersecurity, all under a single point of contact to simplify management and minimize risk.

### Foundation Engine (Cloud Services & Professional Services)

Claro worked closely with the key stakeholders to establish a scalable, distributed IT infrastructure to ensure a stable and secure cloud environment for the new organization. To manage the migration from a restricted environment, the team developed custom permissions and extraction scripts.

### Shield Engine (Managed Security)

Understanding the new organization would no longer be protected by the parent company's security, Claro designed and implemented a fully managed CyberSOC solution to protect against threats and ensure business continuity.

- Deployed 24/7 AI-driven monitoring and threat detection with automated containment capabilities.
- Provided a dedicated team for deep investigations, root-cause analysis, and incident simulation exercises.
- Reduced risk through security assessments, optimization of existing tools, and vulnerability prioritization reports.
- Implemented phishing simulations and user education to reduce security incidents and build organizational resilience.

## RESULTS

Claro successfully navigated the complexities of the divestiture, delivering measurable results that set the new organization up for long-term success.

- **Seamless Transition:** All 2,300 users, mailboxes, and data were successfully migrated to Microsoft 365 and Exchange Online, ensuring uninterrupted operations.
- **Secure IT Environment:** A scalable, cloud-based IT infrastructure was established with the proper organizational structure, access controls, and a robust cybersecurity framework.
- **Enhanced Security Awareness:** Employee training and phishing simulations improved organizational resilience against cyber threats.
- **Foundation for Growth:** Since the divestiture, the new standalone organization has continued to thrive, growing the business and expanding its service offerings.

## WHY CLARO

Claro is a leading global technology provider, offering end-to-end solutions across connectivity, IT infrastructure, security, and managed services. With deep industry expertise and a broad service portfolio, Claro helps organizations modernize operations, scale efficiently, and adapt to rapidly changing market needs. Businesses trust Claro for its ability to deliver reliable, innovative solutions that support sustainable growth and long-term success.

