

CASE STUDY

How AvTek Saved 6 Hours per Client and Unlocked Scalable Growth



AvTek Solutions is a cybersecurity and managed services provider focused on regulated sectors such as finance and banking.

As the company expanded its compliance offerings in 2023, it introduced Compliance-Ready, a program designed to help MSPs deliver structured compliance services without hiring specialized staff or building programs from scratch.

But launching this new offering quickly exposed a gap: traditional security assessment tools weren't enough to support a full compliance program.

To deliver scalable Compliance-as-a-Service, AvTek needed a platform that could move beyond assessments and manage the entire compliance journey.

PARTNER

AvTek Solutions

INDUSTRY

Managed Security & IT Service

USE CASE

Compliance-as-a-Service for MSPs and clients in highly regulated industries

FRAMEWORK FOCUS

NIST-based Maturity Assessments

6 hours

SAVED PER CLIENT
ONBOARDING

2 hours

MANAGING COMPLIANCE
PER CLIENT/MONTH

90% fewer

SENIOR
ESCALATIONS

The Challenge: Assessments Without Program Management

Avtek is not new to GRC software. Before adopting Apptega, AvTek relied on a security leveling platform they had used for about a year and a half.

While the tool helped evaluate cybersecurity posture, it fell short where it mattered most: managing compliance programs end to end.

As David Cox, Chief Security Officer at AvTek Solutions, explained:

“It could evaluate cybersecurity and assess posture, but it couldn’t manage the data or the compliance journey.”

This gap created several challenges:

- Manual assessment and program management workflows
- Heavy reliance on senior staff for interviews and control interpretation
- Limited ability to scale the newly launched Compliance-Ready offering

To support their growth plan, AvTek needed a reliable system of record for security, risk and compliance and a platform that could operationalize the service at scale.

THE CHALLENGE

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David Cox
Chief Security Officer
AvTek Solutions

The Solution: A Platform for the Full Compliance Journey

Apptega closed the gaps for AvTek , enabling them to conduct assessments, manage ongoing compliance, automate workflows, and centralize evidence in one place.

The impact was immediate.

Avtek completed onboarding in 10 days and just five days later, achieved their first milestone outcome by completing an assessment for a client, setting the stage for rapid adoption.

“Apptega had all the features we needed to manage the complete journey for our clients.”

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The Impact

1. Reduced Friction, Faster Delivery

AI-powered recommendations inside assessments became a major accelerator for AvTek’s team.

Junior analysts can now independently guide client interviews and interpret control responses, which improves response times to clients and frees leadership to focus on more strategic initiatives.

“Those AI recommendations have gone a long way in helping our junior staff handle interviews without involving us on probably 90% of the questions.”

Key Business Outcomes

- Faster assessments
- Greater delivery capacity without additional hiring

This efficiency enabled AvTek to prepare for expected growth in their MSP compliance program while training new team members at scale.

2. Reduced Time Spent per Client

AvTek achieved meaningful efficiency gains throughout the engagement lifecycle including:

- ~6 hours saved per client during initial data intake
- ~2 hours saved per client per month in program maintenance

These savings compound across a growing client base, improving delivery margins and allowing AvTek to onboard more clients without increasing staffing costs; a key driver of profitability for their recurring compliance offering.

3. New Value-Add Unlocked via Third-Party Risk Management

Apptega's Third-Party Risk Management capabilities transformed a previously manual advisory process into a streamlined, repeatable service.

AvTek now:

- Automates vendor outreach and follow-ups
- Uses structured questionnaires for different risk tiers
- Provides consistent vendor risk insights with minimal overhead

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4. Audit Ready, All the Time

Avtek serves the banking community where audit readiness is critical. Using Apptega's centralized evidence repository and auditor access, Avtek has dramatically reduced the operational burden.

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This shift improves:

- Audit transparency
- Evidence traceability
- Client confidence and operational efficiency

5. Better Risk Visibility Without Process Overload

Apptega's Risk Manager gives AvTek better resources and more confidence to manage risk for clients. They can now assign risk ownership directly to client stakeholders and provide them with access to the information they need. The result is more productive discussions centered around the client's risk profile and specific actions for prioritization, remediation, and budget planning.

"Clients can log in, just see the risk management, understand the risk, and have the conversations that need to be had from a budgetary perspective."

Previously, these conversations relied on spreadsheets and fragmented documentation, limiting visibility and making collaboration more cumbersome.

Supporting Growth Through Compliance-as-a-Service

With Avtek's Compliance-Ready gaining traction among MSP partners, Apptega is helping AvTek scale their differentiated service without increasing operational overhead.

This model addresses a common industry challenge: the difficulty MSPs face when trying to hire and retain specialized compliance talent.

"MSPs tried to build compliance programs but struggled with staffing. We built a scalable team, so they don't have to worry about hiring high-cost specialists."

With Apptega as the operational backbone, AvTek can deliver the program consistently across MSP partners while expanding into new markets and supporting a growing customer base.

A Positive Partnership Experience

AvTek describes the Apptega partnership as smooth and reliable, highlighting fast onboarding, and strong enablement and collaboration.

"Everything we need is done. No commitments have been made that haven't been fulfilled."

When asked what losing Apptega would feel like, David offered a memorable analogy:

"It would be like having to bike 20 miles to work instead of taking the car."

About Apptega

[A perennial G2 leader across various cybersecurity categories](#), Apptega is the cybersecurity and compliance platform purpose-built for security providers who are growing lucrative security practices, creating stickier customer relationships, and winning more business from competitors.

With Apptega's end-to-end platform, IT providers can:

1. Build continuous compliance offerings that set them apart, retain customers, and grow their ARR.
2. Build and manage world-class cybersecurity and compliance programs for their clients.
3. Increase the capacity and efficiency of their existing team so they can service 2-3× more customers.
4. Assess, measure, and manage their own security programs against a standard set of industry-leading frameworks.

To learn more, visit apptega.com

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