Securing the industries of tomorrow, today

How RCM Technologies modernized global security operations to meet rising compliance demands and protect mission-critical industries

RCM Technologies

www.rcmt.com

- Global provider operating across engineering, healthcare, life sciences, and government sectors
- Works inside highly regulated, mission-critical environments requiring strict compliance and security controls
- Supports customers ranging from aerospace and energy producers to healthcare systems and public agencies
- Delivers technology-enabled services designed to help clients navigate complexity and achieve reliable outcomes

Challenges

- Fragmented security tools without centralized visibility or coordinated response
- Managing complex global operations and continuous compliance requirements
- Increasing audit pressure across HIPAA, SOC, ISO, and CMMC frameworks
- Difficulty scaling specialized security talent in a competitive market
- Lack of continuous, 24/7 monitoring across a distributed global footprint

Solutions

- Lumen Defender℠ AMDR for Microsoft Sentinel
- Lumen Defender℠ Threat Feed, powered by Black Lotus Labs® intelligence
- Versa SD-WAN and Dedicated Internet Access (DIA)

Results

- 24/7 managed detection and response without building an internal SOC
- Unified visibility across endpoint, network, and cloud environments
- Intelligence-led threat detection and faster response decisions
- Strengthened compliance posture supporting ISO 27001, SOC 2, and CMMC efforts
- Reduced operational strain, enabling teams to focus on strategic initiatives

RCM

24/7 coverage

Continuous monitoring across global operations

Unified visibility

Security telemetry centralized across environments

Intelligence-led design

Threat investigation enhanced by Black Lotus Labs® intelligence

LUMEN®

Challenge

Delivering trust in environments where security is non-negotiable

RCM Technologies operates in industries where reliability, security, and compliance are essential. Supporting healthcare systems, aerospace programs, government agencies, and energy producers, the company delivers services in highly regulated environments subject to continuous oversight. As RCM advanced its vision to enable operational efficiencies, it accelerated its shift to cloud-based infrastructure, including the migration of critical workloads into Azure and Azure Government. With that transition came added complexity. Security data was distributed across endpoints, email, networks, and SIEM platforms, requiring manual coordination to identify and respond to threats.

At the same time, the internal team was responsible for managing global operations while supporting compliance frameworks such as HIPAA, ISO, SOC, and CMMC. As the business expanded across industries and geographies, maintaining visibility, response readiness, and compliance at scale became increasingly challenging.

Solution

Unifying security operations through a managed security model

To scale security alongside the business, RCM partnered with Lumen to move from a fragmented approach to a more unified and intelligence-driven security model. By implementing Lumen Defender℠ Advanced Managed Detection & Response (AMDR) for Microsoft Sentinel, RCM established a centralized platform for monitoring, investigation, and response. The solution brings together Microsoft's cloud-native security platform, Lumen's managed security operations expertise, and Lumen Defender℠ Threat Feed, powered by Black Lotus Labs® intelligence, into a unified operating model. Signals from across endpoints, networks, and cloud environments are brought together into a single operating view, enabling more efficient prioritization and more confident response decisions. As Barahona notes, *"We partner with Lumen because they give us that insight into what's happening—and that's critical."* With Lumen's global SOC providing continuous monitoring and threat hunting, alongside network-informed intelligence from Black Lotus Labs, RCM gained expanded visibility across its environment while continuing to improve connectivity through Dedicated Internet Access and Versa SD-WAN. Together, these capabilities provide a more cohesive and scalable foundation aligned to the company's cloud-first strategy.

Solution Set

- Lumen Defender℠ AMDR for Microsoft Sentinel
- Lumen Defender℠ Threat Feed, powered by Black Lotus Labs® intelligence
- Versa SD-WAN and Dedicated Internet Access (DIA)

> "As the environment grows more complex, having a trusted partner becomes essential—not optional."
>
> **– Bryan Barahona**
> VP of IT Security & Compliance, RCM Technologies

Results and Future Plans

A stronger foundation for compliance, performance, and growth

With a unified model in place, RCM Technologies now operates with greater visibility and control across its global environment. Instead of managing isolated alerts across multiple systems, teams can focus on identifying and addressing the most relevant issues more efficiently.

The combination of intelligence-led detection, managed security operations, and network-informed threat intelligence has improved how RCM identifies and prioritizes potential threats. The transformation has also strengthened RCM's compliance posture, supporting ongoing certifications and audit readiness while reinforcing trust with customers operating in highly regulated environments.

Operationally, the impact extends beyond security. By extending monitoring and response through Lumen, RCM has reduced the burden on internal teams while increasing capacity to focus on strategic initiatives, including cloud expansion, Zero Trust architecture, and emerging technologies. With enhanced visibility across regions and time zones—what Barahona describes as having *"more eyes and ears in the network"*—RCM is positioned with a scalable foundation that supports future growth while maintaining the reliability and trust it has built over more than 50 years.