

CASE STUDY

When Security Leads

Redefining A New Standard In Financial Mortgage Protection

THE CLIENT

Churchill Mortgage is a privately owned, customer-first mortgage provider licensed in 48 states. With over 30 years of experience helping Americans achieve the dream of homeownership, they've built a reputation grounded in trust, transparency, and uncompromising security.

By implementing robust safeguards to protect sensitive data and consistently putting the needs of customers, stakeholders, and employees first, they ensure confidence at every step of the home financing journey.



"What really stands out is Bulletproof's flexible, white-glove MXDR service that adapts to our environment and evolving security challenges, helping us stay ahead of threats and maintain compliance. I look forward to building our partnership with the Bulletproof team."


Bulletproof isn't just another Microsoft vendor—they're true partners. Their team gives us personalized attention that bigger MSSPs can't match. We work closely with their security experts, sharing ideas and using tools customized to our needs and the mortgage industry's standards."

Michael Laudenslager, VP of Cybersecurity,
Churchill Mortgage



THE SITUATION

With security requirements rapidly evolving, the organization recognized the need for expanded support beyond what their current MSSP setup could offer. Tight internal resources made finding a scalable solution a top priority.

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Client Challenges Included:



Slow Threat Response: Delays in detecting and responding to critical alerts increased operational risk.



Tool Sprawl: Disconnected tools caused inefficiencies and drove up costs.



Data Sovereignty Risks: External log storage reduced visibility and heightened data security concerns.



Resource Constraints: Small internal team lacked consistent access to security expertise.

THE CATALYST

The turning point came during a Microsoft SecOps Workshop led by Bulletproof. During the assessment, the teams discovered two distinct malware incidents actively affecting the client's environment—confirming their concerns that the existing security measures needed optimization.

FINDING THE RIGHT PARTNER

The client carefully chose a Microsoft Security partner with deep integration expertise, customized alerting and automation, hands-on support, and a trusted, transparent partnership.

THE SOLUTION

Bulletproof's Managed Security Services (MxDR)

Churchill Mortgage deployed **Bulletproof 365 Enterprise (MXDR)**, a fully managed extended detection and response solution built on the Microsoft Security platform. Combining cutting-edge technology with expert oversight, it ensures robust security across clouds, network, and endpoint environments.

Key Solution Components Included:

- Microsoft Sentinel SIEM
- Microsoft Defender for Endpoint, Cloud Apps, and Identity
- Entra ID Protection and Conditional Access
- Continuous vulnerability assessments
- Custom alerting rules tailored to Churchill's environment
- 24/7 threat monitoring and response by Tier 1-3 SOC analysts

The deployment also included:



Security Posture Management:

Proactive identification and remediation of misconfigurations and vulnerabilities.



Automated Containment: Using SOAR playbooks to reduce dwell time.



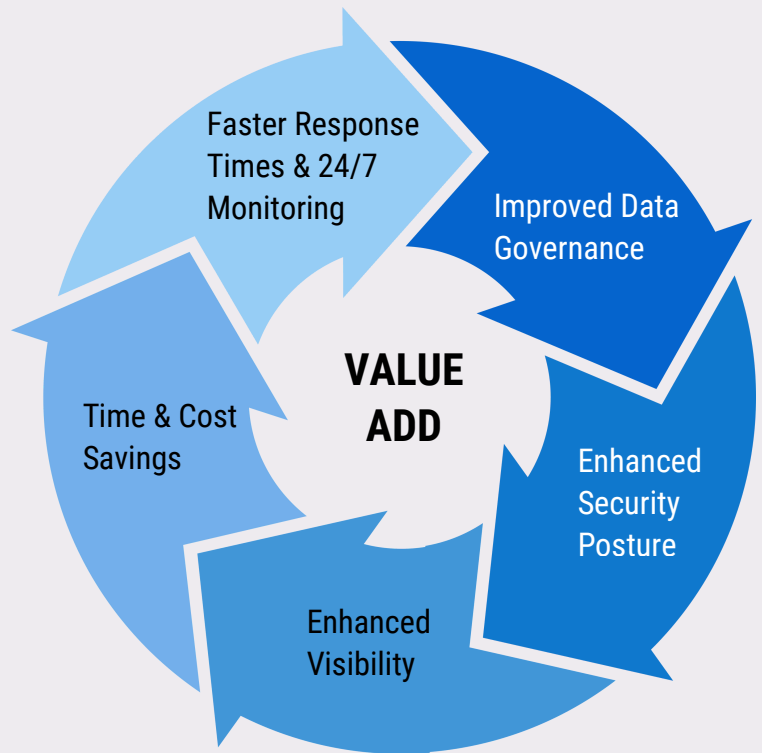
Collaborative Onboarding: Working together to co-architect the deployment, ensuring alignment from day one.

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THE IMPACT

In the months following implementation, Churchill Mortgage saw measurable business benefits:

- **Faster Response & 24/7 Monitoring:** 50% faster response times with real-time triaging and continuous incident coverage.
- **Improved Data Governance:** All log data remains in the client's tenant, ensuring sovereignty and compliance.
- **Enhanced Security Posture:** A comprehensive security management program now ensures continuous protection.
- **Greater Visibility:** Microsoft-Native tools and custom dashboards provide full security landscape visibility.
- **Significant Cost Savings:** ~48% savings through vendor consolidation, reduced maintenance, and infrastructure efficiencies.



ABOUT BULLETPROOF

Bulletproof helps organizations face complexity with confidence. From securing data to modernizing IT and unlocking the full value of Microsoft technologies, we deliver practical, scalable solutions that drive measurable impact. Organizations choose Bulletproof for our deep expertise, people-first approach, and proven ability to turn goals into results.

Why Bulletproof

- Recognized on CRN's 2025 MSP 500 list
- Awarded 2024 MISA Security Trailblazer
- Microsoft Security Partner of the Year 2021
- SOC 2 Type 2 Compliant
- Long-standing Microsoft Solutions Partner

Member of
Microsoft Intelligent
Security Association



Member of
Microsoft Intelligent
Security Association



2024 Security Trailblazer
Microsoft Security Excellence Awards