



# IT-Security as a Managed Service

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## Enhanced IT security

Without additional tools

## Cyberattacks

Detected early and successfully prevented

## Relief for internal team

Increasing customer trust

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### Customer

ASM Aerosol-Service AG

### Industry

Chemical and pharmaceutical industry

### SoftwareOne Services

SoftwareOne Managed Security  
Posture

### Country

Switzerland

ASM Aerosol Service AG (ASM) is an established, independent, and internationally active contract manufacturer specializing in sophisticated liquid to semi-liquid products for the pharmaceutical, cosmetics, and technical industries. A mid sized Swiss company, ASM supports manufacturers and brands in Switzerland and abroad.

IT security is essential for ASM's internal operations and plays a crucial role in maintaining trust throughout the supply chain. Like nearly every organization, ASM has experienced a growing number of cyberattacks, fortunately without any significant damage so far.

Building a dedicated internal IT security team was not economically viable for the enterprise, given its small number of Microsoft 365 users. Instead, ASM decided to outsource IT security responsibilities to SoftwareOne as a managed service, gaining 24/7 monitoring and access to a global network of IT security experts.

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## The Challenge

ASM aimed to significantly enhance its Microsoft 365 security environment by engaging SoftwareOne Managed Security Posture. The service addressed the enterprise on technical, organizational, and human levels. The company had planned to introduce additional IT security software solutions. However, SoftwareOne demonstrated that no extra tools were required, as ASM's existing Microsoft 365 licenses already included powerful security capabilities.

The project, therefore, shifted to implementing a tailored security plan based on Microsoft technologies operating as a fully managed service.

**„We were not aware of how much IT security potential was already included in our Microsoft licenses. With SoftwareOne Managed Security Posture, we are now fully leveraging this potential.“**

[Thomas Strauman, IT Team Lead, ASM Aerosol-Service AG](#)

## The Solution

SoftwareOne and ASM began by jointly analyzing the existing infrastructure, individual requirements, and risk tolerance. SoftwareOne then developed an ASM specific security baseline built on the Microsoft 365 security stack and deployed it across ASM's Microsoft environment. As part of the SoftwareOne Managed Security Posture, this baseline is continuously updated and adjusted to respond to new threat scenarios.

The SoftwareOne security concept combines continuous IT environment monitoring (Managed Detection & Response) with proactive protection measures. Preventive system hardening minimizes risks before incidents can occur.

Through SoftwareOne Managed Security Posture, ASM gains direct access to SoftwareOne's global network of IT security experts. Specialists from different countries contribute their experience from comparable projects. SoftwareOne's close partnership with Microsoft and extensive expertise of its security consultants proved particularly valuable when configuring the powerful security features included in Microsoft licenses.

Extensive automation now enables rapid detection and defense against cyberattacks — eliminating the need to build internal resources. The managed service also includes personal support. Additionally, monthly reviews cover not only ASM's current security status but also recommendations for the IT security roadmap, such as the introduction of Microsoft Copilot.

Beyond technical measures, SoftwareOne actively supports employee awareness initiatives. Regular phishing simulations and security awareness training also help build a strong “human firewall.”



# The Results



With SoftwareOne as our managed service partner, we sleep more easily again. We know our IT security is not just reactive but dynamically defending against threats—a decisive advantage in our industry.



Thomas Strauman, IT Team  
Lead, ASM Aerosol-Service AG

ASM's partnership with SoftwareOne has significantly professionalized IT security without requiring additional tools.

The effectiveness of SoftwareOne Managed Security Posture became clear quickly when a cyberattack was detected. SoftwareOne's IT security experts immediately implemented appropriate countermeasures and successfully repelled the attack with no impact on the customer.

Encouraged by the project's success, ASM has expanded its collaboration with SoftwareOne to include software licensing and cloud services:

- IT security as a managed service in a Microsoft 365 environment
- Optimal use of existing Microsoft licenses
- Genuine relief for the internal security team
- Continuous employee awareness through training and phishing simulations
- Extensive automation as a key defense against ultra fast attacks
- Direct access to SoftwareOne's global IT security network
- Sustainable increase in customer trust in a highly regulated industry

## CONTACT US TODAY

Find out more at

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