

Nomination: 8291

Digital Hands

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company Digital Hands
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Digital Hands
Category A01 - A31 Employer of the Year > A08 - Employer of the Year - Computer Services
Employer of the Year Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required Digital Hands is a US-based, woman-owned service provider specializing in 24x7 cybersecurity operations. Trusted by renowned brands with sensitive information, we consistently earn top ratings with NPS scores ranging from 71 to 76 and CSAT scores ranging from 94 to 98%. Our company raised its first institutional equity round of \$15 million in 2019, affording the most exciting growth chapter of all for expanding employee career growth, and accelerating the development of our IP. Our sustainable advantage is centered around the rapid assimilation of the latest technologies fortified by custom software and integrations that deliver outcomes of value and speed to our customers – all delivered “as a service”. Recently, Digital Hands added two new pivotal services, vCISO and Breach and Attack Simulation (BAS), as part of our ongoing efforts to stay ahead of a dynamic threat landscape. For the past 9 quarters, Digital Hands achieved 40% topline revenue growth and invests heavily in people. Digital Hands distinguishes itself by allocating a remarkable 25% of its annual revenue to onshore research and development (R&D), surpassing the investment practices of many of the industry's largest organizations. Since 2022, 24% of our employees received promotions resulting from R&D efforts and training programs.

b. Outline the organization's employee-relations achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

+ Implemented rewards systems including peer recognition, challenges, and milestone celebrations. Employees use earned points to purchase gift cards.

+Bolstered industry-leading benefits package [REDACTED FOR PUBLICATION]

[REDACTED FOR PUBLICATION]

+ Deployed new employee recruiting and onboarding system resulting in industry leading HR metrics [REDACTED] and enhanced the new hire employee onboarding experience.

+ Adopted new annual holiday charity event, donating [REDACTED] in over 300 gifts for families facing hardship in our community.

+Added 4 new floating holidays.

+ High employee sentiment [REDACTED]

+ Implemented engagement platform to enhance training and employee sentiment by providing continuous feedback and career development plans.

+ Created 14 new job classifications (6-figure average salaries).

+ Awards received since 2022 recognizing employee relations and innovation achievements:

- 2022 Tampa Bay Business Journal's Best Place to Work
- 2023 Stevie Award for Great Employers
- 2022 and 2023 Top 250 MSSP Alert
- 2023 Top Infosec Innovator Winner for Most Innovative MSSP by Cyber Defense Magazine
- 2023 Inn Power Partner for Privacy and Security
- 2024 Tampa Bay Times Top Workplaces
- 2024 Gold Globee Award Winner for Innovation of the Year
- 2024 Silver Globee Award Winner for Top MSSP
- 2024 Editor's Choice Award for Managed Detection and Response by CDM
- 2024 Cutting Edge MSSP Award by CDM

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words). Required

Digital Hands' success is rooted in the belief that when you take care of your people, they will invest back in you. Our employees are the backbone of our innovation. Through comprehensive healthcare benefits, wellness initiatives, and employee development and recognition programs, we reduce financial burdens, enhance personal wellness, and promote a culture of personal and professional growth for our employees in a supportive hybrid-remote environment. These benefits are crucial in an industry with a 0% unemployment rate and 3.4 million unfilled jobs worldwide.

Our commitment to our employees extends beyond benefits. Unlike many service providers limited to a single set of technologies, we offer hands-on experiences with a diverse set of technologies. This approach keeps our team engaged and motivated, allowing them to stay current with the latest advancements and continuously improve their skills through lab testing and practical application.

Innovation is embedded in our culture. Our proprietary security fabric, CyGuard Maestro™, has revolutionized our Security Operations Center. [REDACTED FOR PUBLICATION]

[REDACTED FOR PUBLICATION] In a landscape where competitors' SOCs languish in alerts for hours, leading to frustration and burnout, our SOC team engages in more meaningful work, enhancing satisfaction and retention.

Digital Hands stands out as a leader in the cybersecurity industry because of our investment in our people. Our employees feel empowered, appreciated, and constantly challenged, fostering a work environment where they can thrive and grow.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

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