

Nomination: 9765

## Digital Hands

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> Digital Hands
<b>Mobile Phone Number</b> +1 813-222-3028
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> Digital Hands
<b>Category</b> A01 - A31 Employer of the Year > A08 - Employer of the Year - Computer Services
<b>Employer of the Year Submission Format</b> Written Answers
<b>a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required</b> <p>Digital Hands is a US-based, woman-owned MDR company 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%.</p> <p>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”. Our Think Fast, Act Fast, Flex Fast approach ensures we rapidly detect, respond, and adapt to evolving attack tactics, helping customers get there first—before the adversary. Powered by our open-XDR security fabric, CyGuard Maestro™, we provide high-speed containment and response, while our vCISO services and Breach and Attack Simulations (BAS) strengthen security strategy and readiness. With over two decades of experience, we deliver bespoke, high-impact security solutions that go beyond automation—ensuring organizations can detect, respond, and recover with speed and precision.</p>
<b>b. Outline the organization's employee-relations achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required</b> <ul style="list-style-type: none"><li>-Enhanced a top-tier benefits offering by cutting healthcare deductibles and out-of-pocket maximums by more than 50%, while boosting annual wellness benefits by \$1,000 per employee.</li><li>-Increased financial wellness support with generous company contributions to employee Health Savings Accounts and 401(k) plans, including immediate vesting.</li><li>-Launched a modern recruiting and onboarding system, driving top-tier HR performance metrics and significantly improving the new hire experience.</li><li>-Introduced a community-focused annual holiday giving event, donating over \$10,000 and delivering more than 300 gifts to families in need.</li><li>-Expanded paid time off with the addition of 4 new floating holidays.</li><li>-Achieved strong employee engagement, reflected in a 4.1/5 sentiment score and an excellent 4.6/5 employer rating on Glassdoor.</li><li>-Rolled out a new engagement platform to strengthen training, continuous feedback, and career development opportunities across the organization.</li><li>-Rolled out new employee recognition programs to acknowledge and appreciate employees' contributions, as well as celebrate new hires, birthdays and anniversaries. Employees can earn points for various achievements, which can then be redeemed for rewards like gift cards, company swag, or other items.</li><li>-Developed and implemented 20 new job classifications to support evolving organizational needs and career pathing. Created new Revenue Operations department.</li><li>-Promoted a culture of well-being through frequent company-wide wellness initiatives and events, including fitness step challenges, mindfulness sessions, and health-focused workshops, fostering team engagement and healthier lifestyles.</li><li>-Fostered collaboration and connection through monthly team-building events, strengthening cross-functional relationships and enhancing overall workplace morale.</li></ul>

**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 grounded in a core belief: when you invest in your people, they invest in you. Our employees are the driving force behind our innovation. By offering robust healthcare coverage, targeted wellness programs, and meaningful development and recognition initiatives, we help alleviate financial stress, support personal well-being, and cultivate a culture of continuous personal and professional growth.

These benefits are not just perks; they are strategic advantages in a highly competitive industry facing a 0% unemployment rate and over 3.5 million unfilled roles globally.

Our commitment to our team goes beyond traditional benefits. Unlike many service providers confined to a single platform or technology stack, we offer hands-on exposure to a broad array of tools and technologies. This dynamic environment keeps our employees engaged, continuously learning, and prepared for the rapid pace of change in cybersecurity —through lab testing, experimentation, and real-world application. It also has created an array of different career paths for our employees to pursue. 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 2023, 28% of our employees received promotions resulting from R&D efforts and training programs.

Innovation is at the heart of everything we do. Our reputation as a cybersecurity leader is built on our investment in people. Our team members feel empowered, valued, and consistently challenged—creating an environment where they can thrive, grow, and drive lasting impact.

**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**

- Employee sentiment score over past 12-month of 4.1/5.
- Glassdoor ratings as of 7/2/25 displaying overall rating of 4.6/5.
- New employee recognition system
- Example of a wellness step challenge event - Turkey Trot 2024!

**Webpage Link**  
[REDACTED]

**Would you like to add an additional webpage link?**  
No

**Supporting Document**  
[REDACTED]  
[REDACTED FOR PUBLICATION]  
[REDACTED]

**Would you like to add an additional supporting document?**  
Yes

**Supporting Document 2**  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Would you like to add an additional supporting document?**  
Yes

**Supporting Document 3**  
[REDACTED]  
[REDACTED]  
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[REDACTED]  
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**Would you like to add an additional supporting document?**  
No

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