CASE STUDY

SHADOWHQ

H.I.G. Capital Strengthens Incident Governance with ShadowHQ

How H.I.G Capital's CISO identified a hidden cyber risk—and solved it before it became a crisis

Customer

Proactive Governance for a Complex Threat Landscape

As one of the world's leading alternative investment firms, H.I.G. Capital operates in a complex, high-value environment where cybersecurity risk must be proactively managed across private equity, credit, and real estate portfolios. For Marcos Marrero, Chief Information Security Officer, that includes not only building a strong technical response capability, but also ensuring seamless, secure coordination and governance during critical incidents.

When a false positive threat event revealed a major gap in out-of-band communication, Marrero and his team took action. They didn't wait for a breach to expose their incident response blind spots. They implemented ShadowHQ—a dedicated platform for secure incident communication, coordination, and governance.

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INDUSTRY

Private Equity, Credit, and Real Estate

HEADQUARTERS

United States

COMPANY SIZE

- Over 1,000 employees
- US $70 billion Assets under Management
- 400 past and present private equity portfolio companies
- 19 locations across the globe
- 14 cybersecurity team members

The Challenge

Incident Governance in a Fragmented Communication Environment

Before adopting ShadowHQ, H.I.G.'s incident response approach relied on a patchwork of tools—email, Teams, Zoom, and other internal collaboration platforms for communication. This ad hoc model was serviceable under normal conditions, but it raised a serious question:

> **"What if the systems we rely on are the very systems compromised during a breach?"**
> — Marcos Marrero, CISO, H.I.G. Capital

The firm had no secure, out-of-band environment to coordinate incident response, communicate with stakeholders, or manage evolving threat scenarios. If a threat actor compromised primary communication channels—or if those systems were taken offline—H.I.G. lacked a trusted fallback. This risk extended beyond cyber: business resiliency, third-party coordination, legal response, and insurance notification all depend on timely, trusted communication.

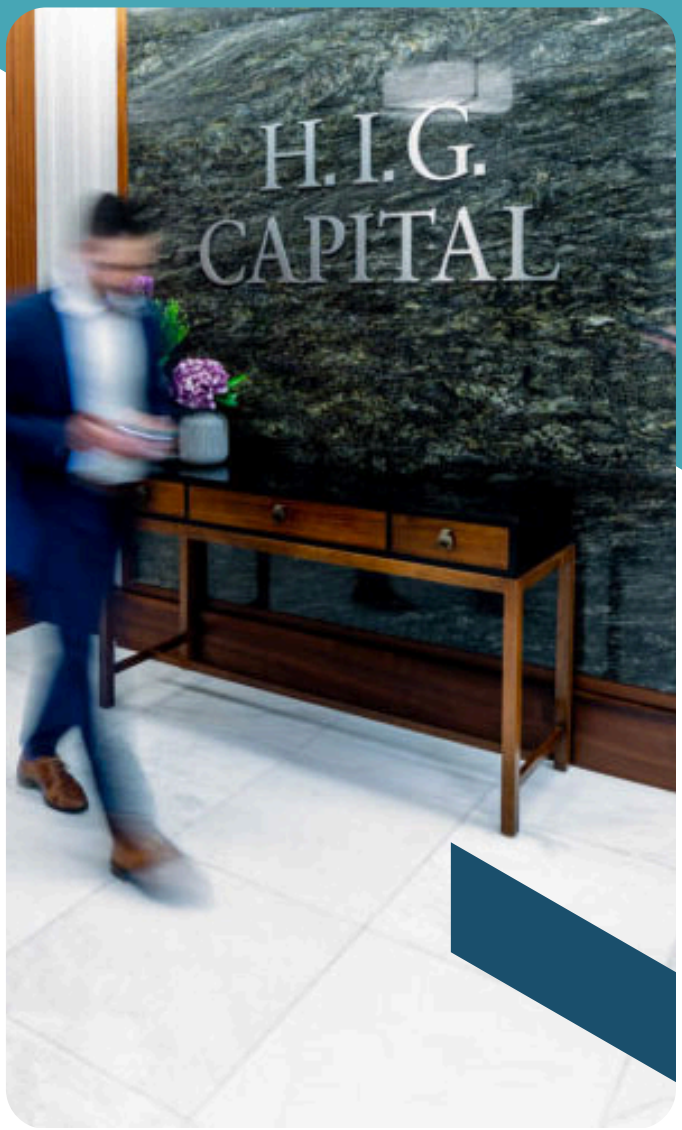
It wasn't just about tactical response. It was about incident governance—a holistic approach to orchestrating the people, processes, and decisions required during a high-pressure cybersecurity event.

The Solution

A Dedicated, Out-of-Band Platform with Built-In Governance

After evaluating three solutions, Marrero and team selected ShadowHQ for its simplicity, vision, and focus on secure crisis management. The platform stood out not just as an out-of-band communications tool, but as a purpose-built environment for managing the full incident lifecycle:

- **Secure stakeholder communications** outside of compromised environments
- **Incident coordination tools for** managing tasks, timelines, and team roles
- **Centralized governance** over legal, regulatory, forensic, and executive workflows
- **Rapid deployment and easy onboarding,** with minimal configuration needed



ShadowHQ's intuitive interface made it easy to create and refine playbooks, run realistic scenarios, and securely store all incident-related artifacts. It became the utility's central hub for both cyber security crisis management and tabletop exercises.

> **"Within a day we had it up and running. It was just: configure a few things, add users, upload documents and you're ready to go."**
> — Marcos Marrero, CISO, H.I.G. Capital

From day one, H.I.G. Capital had a ready-to-launch environment for responding to the worst-case scenario—without relying on compromised infrastructure.

The Results

A Stronger Cyber Posture and Peace of Mind

While H.I.G. hasn't yet had to use ShadowHQ in a live incident (and hopes it stays that way), Marrero emphasizes the platform's strategic value:

- **Peace of mind** that the team can securely and efficiently manage an incident from start to finish
- **Reduction in cyber risk** stemming from reliance on potentially compromised systems
- **Centralized playbooks and collaboration** that align cyber, business resiliency, legal, and insurance stakeholders
- **Demonstrated cyber maturity** to internal stakeholders and external partners—even if regulators and insurers haven't caught up

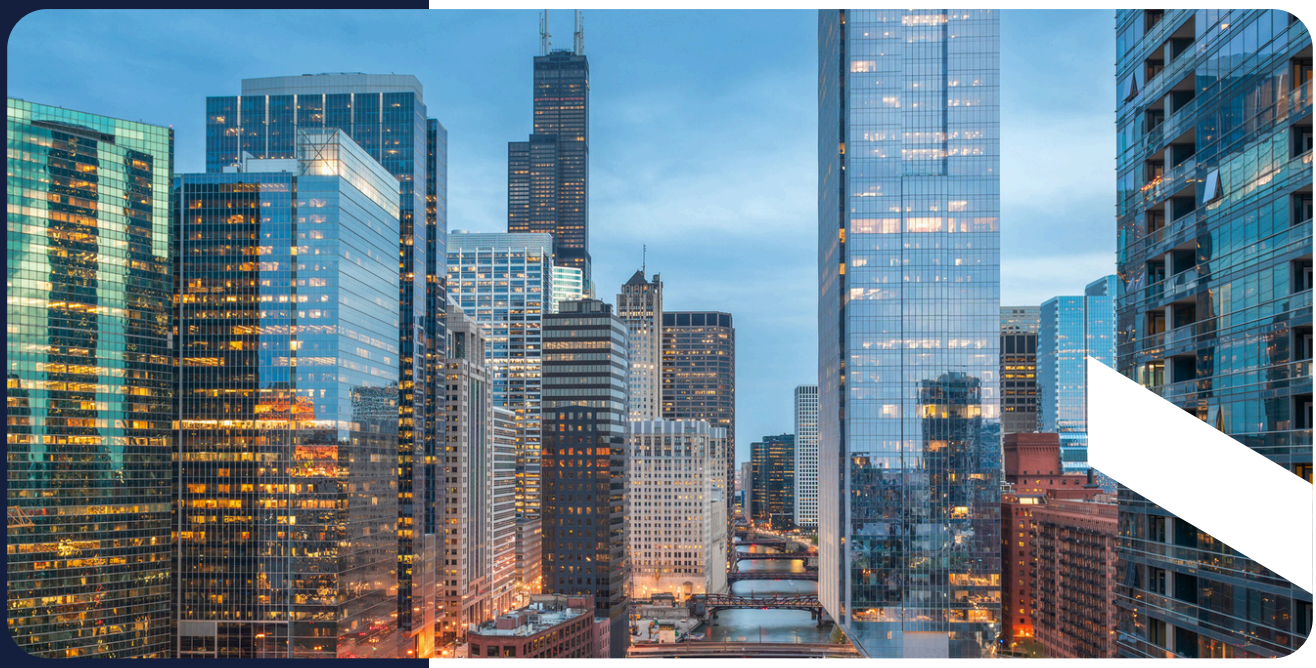
The platform's centralized coordination eliminated the need for multiple update meetings and ensured everyone—from IR team members to executives—had the same situational awareness.

The cyber security risk manager emphasized that ShadowHQ not only met their original goal of securing out-of-band communications but also became a catalyst for building a proactive, well-structured incident readiness program—setting the utility ahead of potential regulatory changes.

Despite growing pressure from the SEC and cyber insurers, Marrero notes that regulatory and insurance frameworks are still years behind. For example, SEC requirements only ask if you have an incident response plan—not how it works. By proactively identifying the gap and investing in a governance-first solution, H.I.G. Capital is leading with resilience—well ahead of regulatory mandates.

Marrero's peace of mind is backed by high confidence in the product and the team that stands behind it, noting that: "It's easy to use. It has the features we need. The ShadowHQ team listens, adds new capabilities, and truly cares. You feel it in every interaction."

With ShadowHQ, H.I.G. Capital added a powerful layer to its cybersecurity readiness—one that closes the coordination gap, strengthens its incident governance posture, and demonstrates cyber maturity in a landscape where proactive risk management is the only path forward.



> **“We identified a cyber risk that wasn’t being talked about—and we addressed it. That’s what cyber risk governance should be.”**
> **— Marcos Marrero, CISO**

SHADOWHQ

About ShadowHQ

ShadowHQ is a secure, out-of-band platform that helps CISOs and disaster recovery teams achieve incident preparedness. **Learn more at www.shadowhq.io.**

Schedule a demo at **shadowhq.io/book-a-demo/**