

5K Technical Services

Strengthens threat detection and response, expands recurring security revenue, and scales Microsoft security services with OpenText Cybersecurity



At a glance

Industry

Cybersecurity, managed services, and IT services

Challenge

Strengthen managed security operations, expand recurring security services, scale Microsoft offerings, and support organizations with increasing cybersecurity and workplace modernization requirements.

About

5K Technical Services is a cybersecurity-focused managed services provider (MSP) specializing in Microsoft technologies, managed security services, and IT operations. Led by Corey Kirkendoll, President and CSO, the company helps organizations strengthen cyber resilience, improve operational visibility, and modernize their technology environments through security-first service delivery.

They support the full Microsoft ecosystem across Microsoft 365, including identity, endpoint, cloud, and security solutions. 5k Technical Services also focuses on delivering scalable, outcome-driven services that help clients operate more securely and efficiently while preparing for evolving workplace and cybersecurity demands.

Challenge

As cybersecurity threats grow more sophisticated, organizations increasingly expect stronger security operations, faster threat response, and around-the-clock coverage from their service providers.

Products and services

- Managed Detection and Response (MDR)
- Microsoft 365 services
- Endpoint, identity, cloud, and security solutions
- Managed cybersecurity services
- Microsoft Copilot and modern workplace enablement

At the same time, businesses are expanding Microsoft cloud adoption and evaluating AI-driven technologies such as Microsoft Copilot. To support these evolving client requirements, 5K Technical Services focuses on strengthening both its cybersecurity capabilities and Microsoft expertise while continuing to scale its service offerings efficiently.

For 5K Technical Services, it became evident that supporting growing client expectations would require significant investment in staffing, infrastructure, and around-the-clock monitoring capabilities. The company also wanted to move beyond traditional Microsoft deployments and build more scalable, recurring security services while supporting organizations with increasingly mature security requirements.

To support long-term growth, 5K Technical Services needed a partner that could strengthen its managed security capabilities, simplify Microsoft service delivery, and help scale operations without increasing internal complexity at the same pace.

Solution

5K Technical Services now partners with OpenText Cybersecurity to strengthen managed security operations, streamline Microsoft service delivery, and support long-term business growth.

Expanding managed security capabilities

At the center of the partnership is OpenText managed detection and response (MDR), which enables 5K Technical Services to deliver advanced threat monitoring, detection, and response capabilities with 24/7 coverage without the operational burden of building and managing an internal security operations center (SOC).

“Some of the OpenText services that we’ve adopted include their managed MDR,” says Corey Kirkendoll. “And we’re a full-blown Microsoft partner. They handle all of our Microsoft business.”

Strengthening Microsoft service delivery

By purchasing Microsoft services through OpenText Cybersecurity, including Microsoft 365, identity, endpoint, cloud, and security solutions, 5K Technical Services gains a centralized approach to procurement, management, and support while maintaining consistency across its technology ecosystem.

Building scalable recurring services

The partnership helps 5K Technical Services move beyond traditional Microsoft deployments and into fully managed, outcome-driven security services. By aligning more closely with Microsoft programs, incentives, and security initiatives, the company strengthens recurring revenue opportunities and supports organizations that require stronger security operations and continuous coverage.

Improving operational efficiency

OpenText MDR extends monitoring and response capabilities around the clock while reducing operational friction for internal teams. This enables engineers to focus more on strategic initiatives, client engagement, and long-term improvement efforts instead of day-to-day alert management.

Supporting AI and Microsoft modernization

As organizations increasingly evaluate AI-driven workplace technologies and Microsoft Copilot, 5K Technical Services continues expanding its Microsoft strategy to support evolving client requirements related to AI and workplace modernization.

“OpenText isn’t just a vendor to us, they’re an extension of how we deliver security to our clients. The relationship is built on trust, responsiveness, and a shared commitment to protecting the businesses we serve.”

Corey Kirkendoll

President and CSO
5K Technical Services

Results

Improved threat detection and response

OpenText MDR improves visibility across client environments and helps 5K Technical Services reduce mean time to detect and respond through faster identification, investigation, and containment of threats. According to the company, this has improved overall threat detection and response effectiveness for clients by 25–30%.

Faster containment of threats

In one professional services client engagement, a credential-based attack was identified and contained early through MDR coverage. The suspicious activity was flagged quickly, response actions were initiated immediately, and the incident was prevented from escalating into a broader compromise and larger operational disruption.

Greater operational scalability

By extending 24/7 monitoring and response capabilities through OpenText MDR, 5K Technical Services expands service coverage without the cost and operational complexity of building and managing an internal security operations center (SOC).

Improved operational efficiency

OpenText MDR enables engineers to spend less time managing alerts and more time focused on strategic initiatives, client engagement, and long-term service improvement. This helps improve operational efficiency while maintaining a high level of service quality.

Expanded recurring revenue opportunities

Aligning Microsoft technologies with managed security services helps 5K Technical Services strengthen recurring revenue opportunities, standardize service offerings, and create greater differentiation in the market.

Expanded support for security-mature organizations

With stronger cybersecurity capabilities and scalable service delivery, 5K Technical Services is able to support organizations that require more mature security operations, stronger accountability, and continuous coverage.

Looking ahead

As organizations continue investing in cybersecurity resilience, Microsoft modernization, and AI-driven workplace technologies, 5K Technical Services remains focused on expanding its managed security capabilities and strengthening its Microsoft expertise.

By combining OpenText Cybersecurity services with Microsoft innovation, the company is well positioned to scale recurring services, support more security-mature organizations, and continue delivering outcome-driven security operations for its clients.