Managed services provider hosts the most in endpoint security

MspPortal Partners simplifies and strengthens security in the cloud

The Challenge

An MSP takes on considerable responsibility by hosting critical business services for its clients. That responsibility is multiplied when you're the MSP for hundreds of other service providers. Such a responsibility requires absolute confidence and trust in the solutions you provide. Just ask MspPortal Partners.

This innovative MSP supports hundreds of MSPs, ISPs and resellers with everything they need to offer their customers robust business solutions, such as endpoint security. MspPortal Partners' success is built on providing delivery and support services of the highest quality to its clients.

For years, MspPortal Partners used Kaspersky Antivirus and Trend Antivirus software to protect its clients' endpoints, but they were not keeping up with advanced threats like ransomware. Kaspersky and Trend also lacked a management dashboard suitable for MspPortal Partners' multitenant environment. When product support dropped off, they decided to look for a more advanced, trustworthy endpoint security solution.

The Solution

After evaluating numerous vendors, including Norman, Sophos, Kaspersky Labs, Trend Micro, ESET and Panda Security, MspPortal Partners chose Bitdefender as its trusted endpoint security offering. With Bitdefender Cloud Security for MSPs, MspPortal Partners manages 85,000 endpoints for 274 clients across the U.S. and Canada.

Bitdefender Cloud Security for MSPs enables MspPortal Partners to deliver comprehensive endpoint security services, including built-in firewall protection with intrusion detection, content filtering and advanced antimalware and antivirus capabilities. The solution also gives MspPortal Partners a multitenant dashboard for granular client-specific policy management, extensive reporting and easy deployment of endpoint protection to multiple clients.

The Results

With Bitdefender Cloud Security for MSPs, MspPortal Partners can defend its clients—and their customers—from the most sophisticated threats, such as ransomware and targeted phishing schemes. The solution instantly detects, then contains, attempts from cybercriminals to breach the multitenant network, while MspPortal Partners remediates the problem. Since MspPortal Partners moved to Bitdefender five years ago, no organization under its protection has been impacted by the crippling attacks such as CryptoLocker and WannaCry that compromised so many others.

MspPortalPartners Network

MspPortal Partners is a managed services provider (MSP) for internet service providers, resellers, value-added resellers and other MSPs. The company delivers comprehensive endpoint security, secure email and networking in an OEM arrangement with major manufacturers, hosted in a multitenant cloud environment.

Industry
Managed Services Provider

Headquarters
Scottsdale, AZ, U.S.A.

Bitdefender Footprint
Bitdefender Cloud Security for MSPs

IT Environment
- Encrypted Email
- File Folder Data Backup
- Hosted Mail
- Mail Spam Filtering
- Microsoft
- Remote Management (RMM)

About Bitdefender
Bitdefender is a global company that delivers security technology in more than 200 countries through a network of value-added alliances, distributors and reseller partners. Since 2001, Bitdefender has consistently produced award-winning security technology, for businesses and consumers, and is one of the top security providers in virtualization and cloud technologies. Through R&D, alliances and partnership teams, Bitdefender has created the highest standards of security excellence in both its number-one-ranked technology and its strategic alliances with some of the world's leading virtualization and cloud technology providers.

Besides providing a stronger endpoint defense, Bitdefender Cloud Security for MSPs also helps save money. As a complete endpoint security solution, MspPortal Partners' clients don't have to buy separate solutions for content filtering, intrusion detection, antivirus and other security-related functions. Considering that a single URL filtering appliance could cost $3,000-$5,000, total savings per client could reach tens of thousands of dollars.

As MspPortal Partners grows, onboarding new customers is fast and easy with Bitdefender's centralized dashboard. In one case, MspPortal Partners set up 52,000 endpoints for 26 schools in less than three days.

"Once you get customer's network details, deploying endpoint security is as easy as going into the dashboard and pushing a button," says Roy Miehe, CEO of MspPortal Partners. "Before Bitdefender, deploying security to even 10,000 endpoints would have taken three or four weeks. Now, we could do it in three or four hours."

Managing endpoint security is just as easy through the multitenant dashboard. In fact, MspPortal Partners customers who resell endpoint security report their security team productivity has increased by more than 90 percent with Bitdefender.

"Bitdefender Cloud Security for MSPs is the first product I've seen that can manage 100 percent of our clients' endpoints through a single pane of glass," Miehe says.

MspPortal Partners' reputation for delivering reliable, economical, easy-to-manage endpoint security has helped the company attract more than 76 new resellers in six months. And by reselling Bitdefender Cloud Security for MSPs, these service provider customers also have increased their revenue streams 33-40 percent. Not surprisingly, customer loyalty to MspPortal Partners is also strong.

"With Bitdefender Cloud Security for MSPs, our endpoint security offering is reliable, it works, and it's affordable," Miehe concludes. "Why would anyone want to change?"

Challenges
Gain advanced endpoint security to improve reliability and manageability for customers hosted in a multitenant environment.

Solution
Bitdefender Cloud Security for MSPs to protect 85,000 endpoints for 274 clients across the U.S. and Canada.

Results
• Ensured zero impact from ransomware since deployment five years ago
• Saved each customer tens of thousands of dollars
• Deployed security to 52,000 endpoints in three days
• Increased client revenues 33-40 percent

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— Roy Miehe, CEO, MspPortal Partners