Netrix IT shuts down cyberthreats at point of entry

Managed services provider delivers more advanced security protection to clients while reducing time spent on troubleshooting security issues

The Challenge

Netrix Information Technologies, Inc. (Netrix IT), a managed services provider (MSP) offering a range of IT services, has always ranked data security as a top priority when serving clients. As cyberattacks have grown more sophisticated, Netrix IT discovered that its prior security solution, VIPRE, was no longer up to the task of repelling these threats.

When ransomware and other malicious threats infected client sites, Netrix IT needed to spend several hours, or even days, reimaging systems and restoring data backups. Plus, Netrix IT found the VIPRE management interface clunky and difficult to use.

"We evaluated security solutions from Bitdefender, ESET, Webroot, and Malwarebytes," recalls Netrix IT President Mike Blom. "We chose Bitdefender Cloud Security for MSPs because it had the best record of consistently stopping ransomware and other threats in their tracks. We also liked Bitdefender's flexibility to customize settings to our clients' security requirements and the ease of managing via the cloud console."

The Solution

Today, Netrix IT depends on Bitdefender Cloud Security for MSPs to protect 3,100 endpoints at 74 sites for 50 clients. Endpoints typically include Windows PCs and servers that often are virtualized with VMware or Microsoft Hyper-V.

As an MSP, Netrix IT installs Bitdefender when on-boarding new clients or new projects for existing clients. Fortunately, this process has been a breeze.

"We've set up Bitdefender so it handles installation at our client sites like a fire and forget missile," says Michael Ziskovsky, Field Engineer, Netrix IT. "It's really easy. We recently installed it at 50 endpoints for a client and within six hours everyone was connected and reporting into us.

"Bitdefender does a great of job uninstalling some of the most stubborn security software. It just eats them up, spits them right out, and goes straight to installation."

The Results

Since installing Bitdefender, there only has been one close call with ransomware, when someone at a client site brought an infected device on premises.

"When the ransomware tried to spread to other connected devices, Bitdefender isolated it on the original device and shut it down. That is about as close as we got to a breach," Ziskovsky recalls.

Netrix IT provides organizations with managed IT and IT consulting services. The company's processes, procedures, and infrastructure comply with the highest level of security standards, such as System and Organization Controls (SOC 2) and Health Insurance Portability and Accountability Act (HIPAA).

Industry
Managed Services

Headquarters
Eagan, Minnesota, USA

Employees
20 (IT staff, 15)

Bitdefender Footprint
Bitdefender Cloud Security for MSPs

IT Environment
• Microsoft
• VMware

About Bitdefender
Bitdefender is a global company that delivers security technology 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.

In addition, Netrix IT estimates the number of malware infections and security incidents has dropped 75 percent, from one per month to one every three months.

As a result, time devoted to security administration and troubleshooting decreased from at least 10 hours to one hour, on average, per week. Netrix IT estimates these time savings translate into an annual reduction of $58,500 in IT operational costs.

"Instead of putting out fires, we're now proactive by making sure our firewalls and policies are up to date with the latest cyberthreats," Ziskovsky says. "Even non-security related projects, such as server migrations, deployments, updates, and hardware installations, go more smoothly. I can always check the latest scan to make sure everything is clean before making any changes."

The quality of Bitdefender service and support also has been positive, notes Ziskovsky. "I've opened support tickets only twice in two years. Both times Bitdefender support was helpful and quick to respond."

With Bitdefender's ability to customize settings and provide detailed reporting, Netrix IT can show clients that their data and infrastructure are secure and protected.

"When our clients entrust their infrastructure to us, they want to know the security underpinning our IT services is rock solid," Blom says. "With Bitdefender and our long-term commitment to security, we're able to provide them with that assurance. That's good for their business and it's good for ours."

Challenges
Prior solution was not blocking ransomware and malware, resulting in costly and time-consuming remediation efforts.

Solution
Bitdefender Cloud Security for MSPs provides advanced protection to 3,100 endpoints, typically Windows PCs and servers often virtualized with VMware and Microsoft Hyper-V, for 50 Netrix IT clients across 74 sites.

Results
- Prevented entry of ransomware
- Reduced malware infections by 75 percent
- Decreased security administration time from 10 hours to one hour per week on average
- Reduced IT operational costs by $58,500 annually
- Improved IT quality by verifying deployments, updates and migrations are clean and infection-free
- Customized security settings and delivered detailed security reports—improving client service

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— Mike Blom, President, Netrix IT