

MEOS *it* gains upper hand over ransomware

Managed service provider thwarts cybersecurity threats, reduces client downtime and troubleshooting, and achieves selling advantage



THE CHALLENGE

MEOS, a fast-growing managed service provider (MSP), was growing weary with its previous Webroot security solution. Ransomware attacks were occurring one to two times weekly across the service provider's customer base. MEOS technicians became skilled at removing ransomware and restoring workstations and servers without any data loss, but incidents caused between one-half day to two days of downtime for affected customers.

Creating even more havoc, Webroot updates started causing servers to freeze randomly. MEOS addressed the issue by rebooting servers, which resulted in more downtime.

Moving forward, MEOS tested several cybersecurity solutions, including Bitdefender, TrendMicro, Webroot, Sophos, and ESET. The obvious choice for MEOS was Bitdefender Cloud Security for Managed Service Providers (MSPs).

Patrick Terwal, Team Leader, Senior Engineers, MEOS, explains, "As an MSP, we need to provide our customers with top-of-the line solutions. Compared to the competition, Bitdefender was hands-down the best at keeping out threats during our pilot tests."

"We like the Bitdefender cloud console, which makes it simpler to use and view multiple customers and networks from one central point," Terwal continues. "Bitdefender's industry leadership and top rankings in independent security tests year after year provide us with a competitive advantage when we present Bitdefender as a solution to our customers and prospects."

THE SOLUTION

MEOS depends on Bitdefender Cloud Security for Managed Service Providers (MSPs) for anti-malware and anti-virus control, as well as content control. MEOS also uses Bitdefender Advanced Threat Security, which includes HyperDetect to block fileless and other advanced attacks at pre-execution with tunable machine learning, and Sandbox Analyzer for enhanced targeted attack detection. In addition, MEOS developed its own prevention for ransomware attacks based on Microsoft FSRM which rules out the unauthorized change of file extensions.

MEOS *it*.

MEOS provides small to medium organizations with IT management, configuration, and migration services with a strong focus on information security. The fast-growing ISO 27001 certified company operates from four locations in the Netherlands.

Industry

Managed Service Provider

Headquarters

Haarlem, Noord-Holland, Netherlands

Employees

35 (IT staff, 26)

Results

- Nearly 100 percent success rate in blocking ransomware and other threats over two years
- 20-30 percent decrease in volume of security trouble calls
- Bitdefender's top-notch reputation and industry leadership provide competitive advantage
- Security-related troubleshooting reduced from eight hours to two hours on average per week

Bitdefender protects approximately 3,000 endpoints for its clients and internal operations. Protected endpoints include Microsoft Windows and Apple workstations, Windows and Linux servers, and VMware ESXi, VMware vSphere, and Microsoft Hyper-V virtual machines.

Applications running on the Bitdefender-protected infrastructure include Microsoft Exchange, Microsoft Active Directory, Microsoft SQL Server, Microsoft Office 365, Exact financial solution, IBM Cognos and Scansys Software.

THE RESULTS

In the last two years since deploying Bitdefender, MEOS has experienced only one ransomware outbreak. It was a zero-day, fast-spreading threat that affected only a single endpoint. Within an hour, Bitdefender's definitions were automatically updated, and the ransomware was prevented from breaching any additional endpoints.

"The Bitdefender protection has been great," says Terwal. "It's a big win for both us and our customers. Because Bitdefender has such a good reputation, our customers recognize the name and feel confident in our ability to protect them."

As a security-focused MSP, MEOS also uses Bitdefender to automatically verify compliance with the ISO 27001 security standard.

Because Bitdefender has blocked nearly 100 percent of threats, downtime for customers has decreased. Terwal estimates a ten percent increase in endpoint availability, as well as a 20-30 percent decrease in the volume of security trouble calls. In addition, security-related troubleshooting has decreased from eight hours a week on average to two hours, the time savings reinvested in development of Secureit, the firm's security services offering.

Terwal comments, "Bitdefender has improved productivity and efficiency for us internally and our customers since security-related troubleshooting and downtime have largely disappeared. We now have more time to focus on developing enhanced IT and security services for customers—which is most important."

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Bitdefender Footprint

- Cloud Security for Managed Service Providers (MSPs)

IT Environment

- Microsoft Hyper-V
- VMware ESXi
- VMware vSphere

Operating Systems

- Apple (Mac)
- Linux
- Microsoft Windows