Bitdefender®

Dawn of a new day for cybersecurity at CloudSol

Managed service provider generates new revenue streams and helps clients comply with GDPR and achieve proactive, comprehensive security protection

THE CHALLENGE

CloudSol, a developing service provider in Ireland, wanted an advanced security solution that would protect Microsoft Windows, Linux and Apple endpoints, particularly as Apple products were gaining popularity in business.

The arrival of the European Union (EU) General Data Protection Regulation (GDPR), a law that imposes stiff fines when companies experience privacy or data breaches, increased the urgency for CloudSol to deliver a viable security solution to clients. EU organizations must demonstrate GDPR compliance with detailed reporting or else face fines up to four percent of their total revenue or 20 million euros.

CloudSol and its clients had worked with a range of security solutions including Trend Micro, Sophos, Malwarebytes, Webroot, Microsoft Essentials, and F-Secure. Among the shortcomings were limited reporting, incomplete infection detection and removal, poor Apple user experience, and varied customer support. Those issues disappeared when CloudSol standardized on Bitdefender Cloud Security for Managed Service Providers (MSPs).

Alf Allen, Business Owner, CloudSol, says, "Bitdefender is a world apart from other security vendors tried to date. It is by far the most successful at detecting and resolving threats, delivers the most comprehensive reporting, and provides a consistent user interface across Windows and Apple environments. We also like that it provides robust integration and that 90 percent of Bitdefender's on-premises functionality is available via its cloud offering and offers options for automated patch management and disk encryption."

"Bitdefender has opened up new revenue streams for us with clients who need security for Apple environments," he adds. "In fact, it's helped increase business across the board since we now offer a solution that truly has an edge in the market and gives our clients confidence that they are fully protected. Bitdefender is a solution that does as it says on the tin."

CloudSol, Ltd. provides hosted services to small and medium-sized enterprises (SMEs). By delivering online access to best-of-breed software applications and strategic IT support, CloudSol enables clients to increase business efficiency, free IT staff to support business improvements, improve email security and data backup and protection.

Industry
Service Provider

Headquarters
Armagh, Ireland, United Kingdom

Results
- New revenue streams generated by more comprehensive security offering

- 99.9 percent confidence in security protection instilled in clients

- 100 percent decrease in volume of security trouble calls

- Achieved GDPR compliance with proactive incident notification and management

- Demonstrated GDPR compliance with Patch Management

THE SOLUTION

CloudSol uses Bitdefender Cloud Security for Managed Service Providers (MSPs) to provide clients with anti-malware, anti-virus, advanced anti-exploit, endpoint risk management (ERM), endpoint detection and response (EDR), sandbox analyzer, continuous processing, process monitoring, content control, and device control. CloudSol also uses Bitdefender to protect internal operations.

In addition, CloudSol clients have the option to choose Bitdefender Patch Management for automated, streamlined and reliable patching and Bitdefender Full-Disk Encryption to safeguard data on lost or stolen devices.

Using Bitdefender, CloudSol protects endpoints across internal and client environments running on Microsoft Windows and Apple Mac workstations, as well as physical Windows and VMware ESXi virtual servers. Applications running on endpoints protected by Bitdefender include Microsoft Exchange and Office 365.

THE RESULTS

Since installing Bitdefender, CloudSol has experienced near-perfect protection of internal and hosted client operations and confidently manages zero-day attacks.

Once, CloudSol received practically immediate notification from Bitdefender via EDR and ERM, that a client had been hit by a zero-day threat that ultimately would cause extensive damage at other organizations across the U.K. CloudSol can now proactively take action to protect and isolate the client's affected devices. The threat was squashed without any negative impact for CloudSol's client. "With Bitdefender, we're able to provide our clients with confidence, greater than 99.9 percent, that they are protected with proactive cybersecurity, I would like to say 100 percent, but that is not the real world of cybersecurity" explains Allen.

Deploying Bitdefender in CloudSol's Apple environment was an eye-opening experience. Allen recalls, "When I scanned my MacBook Pro with Trend Micro, F-Secure, Sophos, and Bitdefender side by side, Bitdefender found over 500 malware incidents while the other solutions gave me the all clear. It's no surprise that our volume of security-related trouble calls decreased significantly after we standardized on Bitdefender." CloudSol now is able to respond proactively to cybersecurity issues as opposed to reactively.

CloudSol also found that Bitdefender's consistent user experience made it easier and more efficient to manage. Allen states, "As a service provider, we really appreciate that Bitdefender's user experience is identical across Windows or Apple. Our previous solutions would show us different pictures of the same problem depending on the operating system. That made things complicated for us to analyze."

In addition, rich management reporting available with Bitdefender has turned into a business advantage for CloudSol. "With GDPR, clients must report any incidents and how they are addressed to the EU," explains Allen. "With Bitdefender's phenomenal range of management information reports, our clients have the data to prove they are compliant and if needed, how an incident was fully resolved. Bitdefender is helping us attract new clients and cement the partnership between us and our existing clients."

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Alf Allen, Business Owner, CloudSol

Bitdefender Footprint
- Cloud Security for Managed Service Providers (MSPs)

IT Environment
- Microsoft Exchange
- VMware ESXi

Operating Systems
- Apple (Mac)
- Linux
- Microsoft Windows