

Northstar elevates quality of IT services with cybersecurity

Managed service provider records 100 percent success rate of blocking infections, reduces administrative overhead and lightens load on system resources



THE CHALLENGE

When you're in the business of helping organizations manage their IT environments, security needs to be a top priority. Yet Northstar Services Ltd., a major IT services provider in the U.K., found that even with well-known security solutions, infections were attacking clients' systems almost weekly and endpoints were running slowly. To address these shortcomings, Northstar's engineers were consumed with labor-intensive infection cleanup, and operating system reinstallations.

To reduce overhead and improve protection, Northstar conducted a market analysis of all the major security vendors and concluded the Bitdefender Cloud Security for Managed Service Providers (MSPs) offered the best solution.

John Williams, Managing Director, Northstar, explains, "We chose Bitdefender because it ticks all the boxes and does the important security tasks really well. We have been pleased that it takes little time to support, provides good information and reporting and catches virtually all infections. With a diverse environment across so many clients, Bitdefender covers it all from Windows to VMware to Hyper-V to Azure and more."

THE SOLUTION

Northstar depends on Bitdefender Cloud Security for Managed Service Providers to provide anti-malware, anti-virus, advanced anti-exploit, continuous processing monitoring, content control and device control services to clients and its internal infrastructure.

Bitdefender protects Northstar internal and client endpoints, including Microsoft Windows and Apple workstations, Linux and Microsoft Windows servers, as well as Microsoft Hyper-V, VMware ESXi and vSphere virtual servers. Northstar also uses Bitdefender to protect services in Microsoft Azure and Amazon Web Services (AWS) environments.

"Bitdefender automatically uninstalled our prior security titles seamlessly, unlike before when our staff was spending countless hours getting rid of old software," Williams recalls. "Bitdefender immediately identified and resolved infections that previously had been missed and accomplished this without interrupting our clients. Some clients even reported to us that their systems were running faster."



Northstar Services Ltd. is a leading U.K. provider of IT services, such as outsourced technical support, cloud services, hardware and software sales, design and project deployment, as well as managed services. Founded in 1999, the company has steadily grown to support customers throughout the U.K.

Industry

IT Services Provider

Headquarters

Bristol, England

Employees

10

Results

- 100 percent success in blocking infections
- Daily security-related trouble calls dropped to zero
- Improvements in employee morale and client satisfaction
- Usage of workstation resources decreased on average by 10 percent

THE RESULTS

As the intensity and volume of threats has increased in recent years, security is now often at the top of the agenda when Northstar discusses IT plans and strategy with clients. Bitdefender's advanced capabilities have helped Northstar deliver better quality of service to clients while improving its own position in the market.

Williams says, "We haven't had a single breach since installing Bitdefender, which is remarkable because before we were dealing with an infection at least once a week. While it's inevitable we will eventually experience an attack, we know Bitdefender has the advanced tools and rich reporting that will help us learn from the experience and finetune our future responses."

As testament to Bitdefender's success, the number of security-related trouble inquiries from clients has dropped from daily to zero.

Williams especially likes how easy it is to view the entire environment through Bitdefender's cloud management console.

"The licensing models of our prior software solutions were unfathomable," recalls Williams. "Using Bitdefender's management console, it's extremely easy to add or remove Bitdefender licenses across our client environment. The licensing complaints from our engineers disappeared after Bitdefender came online."

By moving to Bitdefender, Northstar has seen usage of workstation resources drop on average by 10 percent with older busier workstations seeing even greater improvements. This has increased system performance and user satisfaction while easing support tasks for engineers.

Williams comments, "With Bitdefender's excellent protection and reliability, we're confident in growing the business while providing our clients with top service and support. Our engineers are happier because they have a quality solution so they can deliver a quality job to our clients. That also has a positive impact on our bottom line."

In addition, Williams attaches great value to the partnership with Bitdefender and Bitdefender's commitment to Northstar: "I've been impressed with how well Bitdefender listens to our needs as an MSP and how we see our feedback in product enhancements. The partnership has gone so well that we're considering adding Bitdefender's endpoint detection response and threat security capabilities. This will help us, and our clients do some even deeper analysis of threats and learn how to respond better in the future."

"With Bitdefender's excellent protection and reliability, we're confident in growing the business while providing our clients with top service and support."

— John Williams, Managing Director,
Northstar Ltd.

Bitdefender Footprint

- Cloud Security for Managed Service Providers (MSPs)

IT Environment

- Microsoft Azure
- Microsoft Hyper-V
- VMware ESXi
- VMware vSphere

Operating Systems

- Apple (Mac)
- Linux
- Microsoft Windows