

Starport shines as enhanced cybersecurity drives growth

Managed services provider responds to security events 20 percent faster and reallocates staff time to higher-value security investigation and resolution



Starport Managed Services, a managed IT services provider, provides small and mid-sized organizations with best-in-class IT design, implementation, cybersecurity and continuous network monitoring services throughout Canada.

Industry

Managed IT Services

Headquarters

Toronto, Canada

Employees

40 (IT staff, 35)

Results

- Revenue growth driven by enhanced cybersecurity services
- Responds to security events 20 percent faster
- Reallocation of staff time from maintenance to security investigation and resolution
- Streamlined integration with other tools enables centralized view and administration

THE CHALLENGE

As security attacks have become increasingly complex and damaging, Starport Managed Services, a best-in-class IT services provider, wanted to offer clients enhanced cybersecurity capabilities. After reviewing various cybersecurity solutions, Starport decided to replace its prior security solution with Bitdefender Cloud Security for Managed Service Providers (MSPs).

It was not long before Starport recognized that Bitdefender provided a growth path to meet increased client demand for cybersecurity services by expanding the company's portfolio of offerings.

David Poulson, President, Starport, reflects, "With increased focus on cybersecurity, we decided to combine Bitdefender's advanced capabilities with our cybersecurity expertise as a separate business unit called Cyber724. We have been in business for 14 years and yet over 50 percent of our new business leads are coming from Cyber724, which was formed only two years ago. Bitdefender is a key component in the suite of tools that are used by our managed cybersecurity services team. It has contributed significantly to our rapid growth."

THE SOLUTION

Starport uses Bitdefender Cloud Security for MSPs to provide endpoint risk analytics, complete anti-malware and anti-virus, machine learning threat prevention, exploit defense, continuous process monitoring and network-attached defense to clients and its internal infrastructure. In addition, Bitdefender Endpoint Detection and Response (EDR) monitors Starport endpoints for anomalies and provides early visibility into advanced attacks or indicators. Starport also depends on Bitdefender Advanced Business Security for tunable machine learning and cloud sandbox capabilities.

Bitdefender protects nearly 4,300 endpoints across two data centers serving Starport's clients and internal applications. The Starport environment safeguarded by Bitdefender includes Microsoft Windows and Apple workstations, Microsoft Remote Desktop Services (virtual desktops), as well as physical and virtual servers running Oracle, VMware vSphere, Microsoft Active Directory, Microsoft SQL Server and Microsoft Hyper-V. Starport also uses Bitdefender to protect clients running applications in Amazon Web Services (AWS) environments.

THE RESULTS

Bitdefender's success in identifying threats and resolving infections has proved to be a competitive advantage for Starport.

Brian Everest, Chief Technology Officer, Starport, explains, "Bitdefender helps us win a lot of new business. For example, a company that approached us had 150 desktops compromised and every time a cleaned desktop was returned to the network, it would get re-infected. Once we deployed Bitdefender, the ransomware was immediately identified and removed. After that, this company became a significant customer for security and other managed services."

According to Poulson, Bitdefender aligns well with Starport's culture: "We are very performance-driven, so we use a variety of rigorous tools and processes. Instead of responding to events, we get out in front of them. Bitdefender is an important part of our proactive posture."

Everest adds, "Bitdefender is like a canary in a coal mine. We get notified immediately if it detects new admin accounts, updated passwords or files start changing rapidly. Bitdefender also computes risk scores by a client organization or individual endpoint so we can pinpoint any vulnerabilities. With this increased intelligence and automation, we're able to respond to security events about 20 percent faster."

Streamlined management also has been a big plus for Starport. Integrated with ConnectWise Manage, Bitdefender automatically creates a ticket in the Starport help desk system and emails relevant team members.

"By using Bitdefender, we're able to manage a large complex environment with minimal effort," explains Everest. "With Bitdefender's advanced EDR capabilities and automation, our staff has shifted much of their work from housekeeping tasks such as maintenance to high-value security investigation and resolution."

Starport highly values Bitdefender's commitment to product innovation.

Everest states, "Bitdefender is on top of moving their products forward with more advanced detection, monitoring and reporting services. We also like that they continue to provide interfaces to other solutions, so everything is better integrated, and we gain a truly centralized view. We consider them an industry leader when it comes to cybersecurity innovation."

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— Brian Everest, CTO, Starport
Managed Services

Bitdefender Footprint

- Cloud Security for Managed Service Providers (MSPs)
- GravityZone Advanced Business Security

IT Environment

- Amazon Web Services
- Microsoft Active Directory
- Microsoft Azure
- Microsoft Hyper-V
- Microsoft Remote Desktop Services
- Microsoft SQL Server
- Oracle
- VMware vSphere

Operating Systems

- Apple (Mac)
- Microsoft Windows