

Enable delivers peace and serenity to security clients

Managed service provider eliminates ransomware intrusions, expands client offerings, and frees staff time for paid professional work



THE CHALLENGE

Ransomware is an especially chilling security threat. Cybercriminals encrypt enterprises' files and databases and hold them hostage unless the ransom is paid, or IT can restore the infrastructure.

Previously, Enable Resource Group, a managed service provider (MSP) serving churches and other enterprises, was mitigating ransomware intrusions nearly every week for clients when it used another security solution. While Enable dodged data loss and ransom payments, restoring clients' encrypted systems from backups was a huge burden on its staff.

In addition, the previous solution's heavy use of computing power caused workstations and servers at client sites to run slowly. Enable previously used a separate security solution, NOD32, for clients' Apple workstations, further straining Enable's customer support teams.

Enable tested alternative solutions from several vendors, including Bitdefender, Cylance, and VIPRE. When Enable injected 200 malware infections into the test environment, Bitdefender quarantined 196 and stopped three at run time. The final instance had no impact. Enable decided to consolidate its security environment onto Bitdefender Cloud Security for MSPs.

James Vavra, Senior Engineer, Enable Resource Group, "The main reason we chose Bitdefender was efficacy. In our testing, we couldn't find a single instance of malware and ransomware that Bitdefender could not handle. That wasn't the case with the other products we tested."

He continues, "Consolidating security across our diverse physical and virtualized environments rather than using separate solutions helped increase our efficiency and visibility. As an MSP, we also valued that Bitdefender was designed for multi-tenancy, remote monitoring, and professional services automation.

THE SOLUTION

Enable Resource Group uses Bitdefender Cloud Security for MSPs to provide anti-malware, anti-virus, and content control security to its clients.



Enable Resource Group provides churches, non-profit organizations, schools, and commercial enterprises with technology services, consulting expertise, and solutions. For the church sector, Enable Resource Group offers its Ministry Enablement solution that blends church management software expertise, data analytics, and a full suite of managed technology services.

Industry

Information Technology and Services

Headquarters

Brentwood, Tennessee, USA

Employees

47

Results

- Time devoted to malware remediation reduced by 97 percent
- Ransomware intrusions dropped from nearly weekly to zero
- Bolstered revenue stream with new workstation-based security offering
- Decrease in security-related trouble calls freed staff time for paid professional work
- Elimination of slow endpoint performance, improving user productivity

Bitdefender Cloud Security for MSPs protects approximately 6,000 endpoints residing at customer sites supported by Enable. Endpoints include Windows and Apple workstations, physical Windows and Linux servers, and virtualized Microsoft Hyper-V and VMware ESXi servers.

Enable uses Bitdefender's multi-tenant cloud console to efficiently and centrally deliver and manage Cloud Security for MSPs.

THE RESULTS

Enable still gets calls about malware, but a lot less than before. Previously, Enable received about 18 malware-related trouble calls weekly, usually requiring up to 16 hours of remediation. Today, Enable fields approximately two calls weekly with 30 minutes of remediation needed. Altogether, malware remediation time has been reduced by 97 percent.

The biggest relief is that Enable has not had a single ransomware intrusion in nearly two years since switching to Bitdefender.

"When we were dealing with ransomware on a weekly basis, it typically involved more senior technical resources during off-hours," explains Vavra. "With Bitdefender, we have more bandwidth to work on other things that directly benefit our clients while generating additional revenue since we have time freed for paid professional work. Quality of life also got better for the engineers."

Another positive impact for both Enable and its clients has been virtually zero performance impact.

Vavra states, "The previous solutions used a lot of horsepower and slowed things down considerably for our users. Now that we switched to Bitdefender, which needs minimal compute resources, our customers don't notice a thing so they are happier and can be more productive. The technical staff here is more productive too because performance-related trouble calls have completely gone away."

The cloud console also has contributed to increased efficiency, according to Vavra. He says, "Bitdefender's cloud console has been great because it makes it easy to view and manage our multi-tenant infrastructure through a single pane of glass. The reporting is far more detailed and comprehensive than before as well."

Encouraged by the success of the Bitdefender project, Enable has introduced a new offering to clients, explains Vavra. "We now offer an on-site workstation security and patch management solution based on Bitdefender and our remote monitoring and management (RMM) toolset. Not only has Bitdefender helped generate a new revenue stream but it helps expand our market to include customers with limited IT staff."

"With Bitdefender, we have more bandwidth to work on other things that directly benefit our clients while generating additional revenue since we have time freed for paid professional work. Quality of life also got better for the engineers."

James Vavra, Senior Engineer,
Enable Resource Group

Bitdefender Footprint

- Cloud Security for Managed Service Providers (MSPs)

IT Environment

- Microsoft Hyper-V
- VMware ESXi

Operating Systems

- Apple (Mac)
- Linux
- Microsoft Windows