

# Business expands at StoredTech with advanced cybersecurity

Managed service provider reduces malware infections, slashes security administration costs, and grows client base



StoredTech provides roughly 1,000 customers worldwide with managed IT services, such as IT support and project management, cloud computing, outsourced IT leadership, and security. StoredTech also manages Tech Together, a free community of 800 MSPs for sharing of best practices and networking.

## THE CHALLENGE

Ignorance is not bliss when it comes to cybersecurity. Consider StoredTech, a managed service provider (MSP) that discovered that they were not nearly as protected as they thought when switching from VIPRE security to Bitdefender.

Mark Shaw, President, StoredTech, recalls, "VIPRE gave us the all clear even when endpoints were sluggish or showing other issues. When we tested Bitdefender, the alarms started going off immediately."

StoredTech also evaluated Kaspersky and Webroot but ultimately replaced VIPRE with Bitdefender Cloud Security for MSPs. In addition, StoredTech consolidated its previous Websense content filtering and Malwarebytes solution onto Bitdefender.

"We chose Bitdefender because it was by far the most thorough with catching malicious software," recalls Shaw. "There wasn't any babysitting required and it was easy to use and low-impact on endpoints. It was clear Bitdefender was going to help us serve our clients better and build our business."

## THE SOLUTION

StoredTech depends on Bitdefender Cloud Security for MSPs to protect its clients and internal operations from malware, cryptothreats, and other breaches, as well as deliver content control and device management. Soon, StoredTech will offer Bitdefender Full Disk Encryption and Security for Virtualized Environments to customers.

Approximately 16,000 endpoints are protected by StoredTech's Bitdefender deployment. The company's managed and internal endpoints include Microsoft Windows and Apple workstations. StoredTech plans to roll out Bitdefender Cloud Security for MSPs to 2,000 VMware ESXi and vSphere, and Microsoft Hyper-V virtualized servers, as well as VMware Site Recovery Manager modules.

### Industry

Information Technology and Services

### Headquarters

Queensbury, New York, USA

### Employees

60 (IT staff, 45)

### Results

- Malware infections reduced by 80 percent
- Weekly security-related trouble tickets dropped from 50 to one
- Administration costs slashed by 75 percent
- Successful Bitdefender tests at prospective clients help grow the business

## THE RESULTS

Improved security has not only benefitted clients, but it also has increased efficiency and competitive advantage for StoredTech.

Shaw explains, “We used to deal with three crypto outbreaks a month across all clients. With Bitdefender Cloud Security for MSPs, we haven’t had any in the last 12 months. Overall, we’ve seen an 80 percent reduction in malware infections. Bitdefender is like wallpaper because it’s so quiet running in the background. And yet Bitdefender is always crushing it from a security perspective.”

In addition, user experience has improved. With Bitdefender Cloud Security for MSPs, security-related trouble tickets dropped from 50 to one a week on average.

Angela Sweet, Senior Engineer, StoredTech, recalls, “We used to get inundated with trouble tickets from clients saying their machines were sluggish. It would take us roughly an hour per machine to clean up manually. Now, if there is an issue, which is rare, Bitdefender takes care of it.”

“Bitdefender is truly set and forget it,” continues Sweet. “We install it, set the policies, and move on with our day.”

According to Shaw, Bitdefender’s superior protection has helped build client loyalty and expand business for StoredTech: “Because Bitdefender is doing its job means that we’re not spending time on non-billable tasks and our clients aren’t losing time and money to disruptions. We have more time to bring value to our clients and build the next level of managed services with deeper monitoring and scripting.”

He continues, “When we test Bitdefender at a prospective client and show what their existing security product has been missing, there’s virtually no way that we’re not closing that deal. We get a nice competitive boost over other MSPs with Bitdefender.”

Consolidating advanced security and content filtering onto Bitdefender also has dramatically reduced complexity and time required to manage multiple solutions. Combining less complexity with Bitdefender’s ease of use and automation has helped reduce StoredTech’s security administration costs by 75 percent.

Bitdefender has demonstrated commitment to StoredTech’s success in multiple ways, such as responsive customer support and even co-development.

Sweet recalls, “At a Kaseya conference, we met with some Bitdefender engineers about developing a Bitdefender plug-in for our Kaseya customers. On the spot, they took our input and started coding the plug-in, which we use today to automate deployment and security management. There’s no better feeling with a vendor relationship when they value and respond to your feedback like that.”

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Mark Shaw,  
President StoredTech

### Bitdefender Footprint

- Cloud Security for Managed Service Providers (MSPs)

### IT Environment

- Apple (Mac)
- Microsoft Hyper-V
- Microsoft Windows
- VMware ESXi
- VMware Site Recovery Manager
- VMware vSphere