BITDEFENDER DELIVERS LEADERSHIP, FLEXIBILITY AND A CONSIDERABLE ADVANTAGE TO XSP MARKET

Ideal Integrations Case Study ▶▶

THE CHALLENGE

As an agile service provider, Ideal Integrations delivers essential IT services and solutions to clients ranging from SMB to very large, national organizations. Ideal Integrations offers its solutions and services in an exclusive VMware environment, which includes vCloud. The company was looking for an antivirus technology that could be deployed and managed centrally for its client base, that is comprised of a mix of both physical and virtual environments. For Ideal Integrations, it was also important to commit to security products with a small footprint and that will be easy enough to widely deploy in very little time.

"We didn't have an AV product that we could deploy and manage centrally for our clients, whether they needed physical or virtual security," said Christopher Fox, Director of Technology, Ideal Integrations. **"We wanted to work with a security vendor that gave us the flexibility to host the security solution ourselves, and many of the vendors we looked at basically wanted us to become a reseller of their products. Based on our business model and our need for scalability, we needed a security solution that we could host entirely and something that would give us flexible licensing to pass along to our clients."**

THE SOLUTION

After researching a number of vendors, Ideal Integrations proceeded with a proof-of-concept, and within 2 to 3 weeks made the decision to roll out both Bitdefender Cloud Security for Endpoints and Security for Virtualized Environments.

Fox continued, "When we found Cloud Security for Endpoints and Security for Virtualized Environments, we were happy to discover products that were completely centralized. Bitdefender let us not only support hosted and non-hosted clients, but our hybrid ones as well, which provides an option for service at any client level of hosting. We also like the tiered approach where we can relegate access and company management to other partners, should our hosting model arrive at that in the future."

"What also impacted our decision was that in talking with Bitdefender, we saw them as a market leader in the cloud and virtualization space. They were forward-thinking, not only could they meet our current needs, but they saw the bigger picture of cloud and virtualization," added Fox.

Additionally, when Ideal Integrations rolled out Cloud Security for Endpoints, they experienced customized support and service from Bitdefender. As part of the roll out, Ideal Integrations needed to remove their clients' considerable range of antivirus products from existing desktops. Manually replacing the new hosted solution from Bitdefender on each of the systems for their clients would have been very time consuming for Fox and his team. They turned to Bitdefender for help and within a week the Bitdefender Professional Service team provided an application to automatically and centrally remove old antivirus products from the desktops of Ideal

Founded in 2003, Ideal Integrations is an IT system integration company specializing in design, implementation, maintenance and management of infrastructure – ranging in scope from single projects to complete services and solutions. The company specializes in service for local computing and network infrastructure, infrastructure as a service (IaaS) through cloud computing, offsite hosting, replication, disaster recovery, storage area networking, virtualization, security and computer forensics. Ideal Integrations' clients span numerous industries and geographies with annual revenues ranging from start-up to $2 billion per year.

Integration clients. The simple routine allows Ideal Integrations to roll out Cloud Security for Endpoints quickly and prevents the time consuming task of transferring from PC to PC.

In addition to Cloud Security for Endpoints, Ideal Integrations needed a solution for their clients running virtualized solutions in either a hosted or cloud environment. "Our clients are increasingly adopting virtualization to gain better returns on their investment".

Christopher Fox continued, "**Security for Virtualized Environments is the first all-encompassing security solution for virtualized datacenters we have seen on the market. SVE protects virtualized servers and desktops on Windows and Linux systems, which gives us the flexibility to deliver a solution that fits the necessary requirements of our clients."**

THE RESULT

Ideal Integrations is experiencing better management of their security offering by having it hosted and by centralizing deployment. In doing so, the company has freed up many internal resources and can focus on providing enhanced service to all of their clients. "We aren't deploying security individually to each client any longer. Instead, we have a full suite of security for physical and virtual environments and we love the simplicity of just 'adding' a client as required," said Fox.

In addition, Bitdefender's technology has such a small footprint within Ideal Integrations' environment that they appreciate the seamless management of both Cloud Security for Endpoints and Security for Virtualized Environments for each of the customized client solutions.

THE CONCLUSION

With the help of Bitdefender, Ideal Integrations managed to replace all of the client desktop AV and roll out Cloud Security for Endpoints and Security for Virtualized Environments (SVE) within a week. As a top xSP serving businesses in two major American cities, Ideal Integrations is delivering world-class enterprise security to their clients, while realizing the benefits of centralized and hosted security, and growing its business through improved customer service.

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