

Safe Systems banks on GravityZone to keep financial institutions secure

Service provider increases customer satisfaction while reducing costs



THE CHALLENGE

Banks are not fond of losing customers' money or data. So, Safe Systems aims to provide their banking clients with the highest possible protection against malware, intrusions and zero-day exploits.

Safe Systems decided to re-evaluate its previous antivirus solution against other security solutions competing in the accelerating malware arms race. The company needed a solution that would stay ahead of new threats, consistently prevent and remove infections, and eliminate time spent on cleanup. The goal - to protect their clients' data and protect their own reputation for providing top-notch security.

Safe Systems also rigorously supported their clients' compliance with regulations from the Federal Financial Institutions Examination Council and needed a solution that would allow them to continue this type and level of support. Exposing clients to risk of security breaches or non-compliance would not be acceptable.

THE SOLUTION

Safe Systems' IT team reviewed ten leading endpoint security solutions including those from ESET, Cylance, Webroot, and Kaspersky Labs. The company selected Bitdefender GravityZone Cloud Security for Managed Service Providers as the best multi-tenant, MSP ready solution. They also chose Bitdefender for its strong threat detection, flexible pricing model and top rank in multiple independent studies.

Within its proprietary NetComply One solution, Safe Systems delivers GravityZone's endpoint security to 20,000 endpoints, primarily Windows workstations, as well as physical and virtual servers, for banking clients.



Safe Systems, Inc. is a managed service provider (MSP) that delivers compliance focused IT solutions to community banks and credit unions. The company's client base includes hundreds of financial institutions, more than \$61 billion in combined assets, 1,100 locations and 20,000-plus network devices.

Industry

Managed IT Services

Headquarters

Alpharetta, GA USA

Employees

Approximately 100 (IT staff, 68. NOC, 29)

Results

- Decreased time to add new endpoints by 95 percent
- Controlled overhead costs through flexible licensing model
- Reduced number of tickets for malware remediation
- Improved overall system performance and client satisfaction

THE RESULTS

The migration of 20,000 endpoints across Safe Systems' client base was extraordinarily smooth. "It was an extremely fast timetable," says Chris Banta, Director of Security and Automation, Safe Systems. "Once we got going, we converted around a thousand endpoints a night at no cost to our clients. The migration took just a few weeks to reach all 20,000 workstations and servers."

With Bitdefender, banks can add customer endpoints 95 percent faster than before. When a branch or location installs a workstation, Safe Systems' remote management agent rapidly and automatically configures the Gravity Zone client, significantly limiting exposure to malware during onboarding. Usually, no human intervention is needed from Safe Systems or the client.

Once the GravityZone solution was in place, Safe Systems noticed a dramatic decrease in the number of customer infection tickets. "Even if we do get an occasional malware remediation ticket, it's generally for something that GravityZone already quarantined," explains Kai Xu, Safe Systems' Manager of Managed Services.

When a client asks about the latest zero-day exploit or next big security worry, Bitdefender usually has already built the defense into the product. At the same time, GravityZone's lightweight design makes fewer resource demands, resulting in fewer calls about security-related computer slowdowns.

Overall, time spent on security tickets has dropped, freeing IT staff to address more strategic tasks, according to Banta. "Customer satisfaction is a keystone of our business. With Bitdefender, we maintain our clients' trust and security at the highest levels, while reducing our own support overhead."

Bitdefender's licensing policy gives Safe Systems an edge in controlling costs. Before, IT was forced to over-provision excess licenses to account for projected expansion over time, adding to ongoing overhead expense. Because Bitdefender offers MSPs usage based monthly licensing, costs now track more closely to actual usage. "It's something we've wanted for a long time," says Banta.

In the financial services business, Safe Systems puts a premium on both regulatory compliance and responding to threats of all types. "We work hard to stay ahead of the compliance curve," Banta says. "As we forecast more stringent security requirements, Bitdefender has the track record that we need to stay on top of evolving compliance and security requirements."

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Chris Banta, Director of Security and Automation, Safe Systems, Inc

Bitdefender Footprint

- Cloud Security for Managed Service Providers (MSPs)

IT Environment

- Citrix
- Microsoft
- Nutanix
- VMware

Operating Systems

- Apple (Macs)
- Linux
- Microsoft Windows

Bitdefender is a cybersecurity leader delivering best-in-class threat prevention, detection, and response solutions worldwide. Guardian over millions of consumer, business, and government environments, Bitdefender is the industry's trusted expert* for eliminating threats, protecting privacy and data, and enabling cyber resiliency. With deep investments in research and development, Bitdefender Labs discovers 400 new threats each minute and validates 30 billion threat queries daily. The company has pioneered breakthrough innovations in anti-malware, IoT security, behavioral analytics, and artificial intelligence and its technology is licensed by more than 150 of the world's most recognized technology brands. Founded in 2001, Bitdefender has customers in 170 countries with offices around the world. For more information, visit <https://www.bitdefender.com/>

*Bitdefender has ranked #1 in 54% of all tests by AV-Comparatives 2018-2021 for real-world protection, performance, malware protection & advanced threat protection.

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