

The pure technology group protects client endpoints with ease

Managed service provider blocks crypto viruses, nearly eliminates security troubleshooting time, and secures laptops with encryption



The pure technology group (PTG) is a leading U.K. provider of technology services and solutions spanning cloud, hybrid, on-premise, and mobile environments. The talent, skill, and dedication of the people at PTG translates into exemplary client service and a total focus on tailoring solutions to clients' requirements.

THE CHALLENGE

When the pure technology group (PTG), an IT managed service provider (MSP), used to offer cybersecurity protection, the standard was to implement the client's preferred solution. After all, the customer is always right, correct? Yes, but an MSP using multiple security solutions, such as McAfee, Symantec, Sophos, and Trend Micro, was getting complicated.

Even more concerning was that PTG discovered that advanced threats, such as crypto viruses, were bypassing these solutions and causing downtime for clients. The solutions also were difficult to use and basic administrative tasks could even disrupt clients' workflow. For example, one of PTG's security solutions would execute updates that systematically rebooted client servers for a law firm client during business hours, knocking employees off-line.

After evaluating various alternative solutions, PTG determined that Bitdefender Cloud Security for Managed Service Providers (MSPs) was the superior choice for endpoint protection.

Sam Barron, Solutions Architect, the pure technology group, says, "Bitdefender was easier to use and did a better job keeping out threats compared to other solutions we considered. We liked the lightweight design, so it didn't cause end-user performance issues during scans. We also wanted to offer endpoint disk encryption, so Bitdefender ticked off that box as well."

THE SOLUTION

PTG uses Bitdefender Cloud Security for Managed Service Providers (MSPs) to provide anti-malware, anti-virus, advanced anti-exploit, continuous processing monitoring, and content control to clients and its internal operations. PTG also uses Bitdefender GravityZone Full-Disk Encryption add-on module to automate managing BitLocker encryption keys.

Bitdefender protects approximately 2,300 endpoints, including Microsoft Windows and Apple workstations, Microsoft Windows servers, VMware ESXi and Citrix XenApp virtual servers, and VMware Horizon View and Citrix XenDesktop virtual desktops.

Industry

Service Provider

Headquarters

Leeds, England

Employees

120

Results

- 100 percent success rate in blocking threats over three years
- Security troubleshooting time dropped from eight hours a week to typically zero
- Encryption keys restore data and keep client devices secure
- Installation on dozens of endpoints completed in 10-15 minutes

Applications and environments running in the Bitdefender-protected infrastructure include Microsoft Exchange, Microsoft SQL Server, Microsoft Azure, Microsoft Office 365, and Sage financial systems, among others.

THE RESULTS

Since deploying Bitdefender three years ago, PTG has recorded a 100 percent success rate with blocking threats internally and for its clients.

“Crypto viruses would bypass the solutions we used before and cause downtime for our clients,” recalls Barron. “Those problems have gone away with Bitdefender. Before, I used to spend eight hours a week on troubleshooting security issues. Now it’s dropped to zero most weeks.”

Bitdefender GravityZone Full-Disk Encryption also has contributed to increased security. When a client’s laptop failed, PTG removed the disk and used the stored Bitdefender encryption keys to restore the laptop’s data.

Day-to-day security administration is more streamlined. Barron especially values Bitdefender’s ease of use and ability to monitor thousands of endpoints from a single cloud console.

He notes, “Since consolidating our cybersecurity offerings on Bitdefender, we’re spending less engineering time on security administration. Even Bitdefender updates are a breeze. When we get an occasional notification of an endpoint not updating, we simply select the machine. It automatically updates and we don’t need to bother our client.”

When a new client signs on, rolling out Bitdefender to new endpoints also is easy. A PTG engineer sets the client’s desired policies and Bitdefender automatically installs on dozens of endpoints and begins reporting back to PTG in only 10-15 minutes.

Barron credits Bitdefender with delivering a better user experience as well. He says, “The other security products made users’ endpoints run slowly anytime scans would kick off. In fact, one client called it the ‘Thursday slowdown’ when their weekly mid-day scans run. Bitdefender executes scans in the middle of the workday, and no one notices.”

As an MSP, PTG views Bitdefender as an asset when developing strong partnerships with clients.

“Our strong experience with Bitdefender gives us confidence to recommend it as the best security solution to our clients,” Barron reflects. “Bitdefender is an important part of our success and growth at PTG. Customer satisfaction has gone up now that our clients are receiving better endpoint protection with Bitdefender.”

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Bitdefender Footprint

- Cloud Security for Managed Service Providers (MSPs)

IT Environment

- Citrix XenApp
- Citrix XenDesktop
- Microsoft Azure
- Microsoft Exchange
- Microsoft SQL Server
- VMware ESXi
- VMware Horizon View

Operating Systems

- Apple (Mac)
- Microsoft Windows