

CASE STUDY

SOLVit gains trusted endpoint security partner that fortifies cloud IT services strategy



Confident that clients have effective endpoint protection



Gained 30% revenue growth with an offering that easily secures remote employee endpoints



Trusted partner relationship with local, technical resource

Challenges

SOLVit Network Support values providing its nearly 300 clients in Canberra, Australia with tailored IT services that support business growth and minimize disruption. With its incumbent anti-virus product, clients were continuously getting hit by malware. “Every time there was a Windows 10 feature update, our clients would experience malware issues, because our incumbent endpoint protection vendor didn’t have their software update until six months after the Windows release,” said Damien Samios, Managing Director of SOLVit Network Support.

- **Ineffective endpoint protection** against malware and emerging threats
- **Gaps in security coverage** with incumbent endpoint protection vendor that didn’t keep pace with operating system updates
- **Spending 30 minutes per client machine**, consuming over 150 hours managing and repairing endpoint security software with hotfixes to support Windows feature updates
- **No local support** with requests taking over 48 hours for a response
- **Limited administration and reporting** when users were working outside of the office

Reasons for choosing Malwarebytes

SOLVit was consistently using the Malwarebytes remediation tool to clean up endpoint infections, so Malwarebytes was quickly placed on the short list for the service provider’s new partner selection. “When we saw a demo of Malwarebytes’ ransomware rollback, plus the automated endpoint isolation and remediation capabilities, that solidified our confidence in Malwarebytes as the best solution,” said Samios.

- **Effective protection** with a cloud-based endpoint detection and response (EDR) solution offering

OVERVIEW

CUSTOMER

SOLVit Network Support

INDUSTRY

Managed Service Provider (MSP)

SOLUTION

Malwarebytes Endpoint Protection



I can't underline enough the confidence the Malwarebytes product gives us that our clients are protected. There was always a lingering doubt with other vendors, and we don't have that with Malwarebytes. Also, when there's a Windows update, we don't hold our breath anymore. We know that our clients will be protected and that we won't be getting phone calls in the middle of the night.

Damien Samios, Managing Director
SOLvit Network Support

- **Strong incident response** capabilities with ransomware rollback and automated remediation
- **Access to speak to someone locally** who supports the partnership with technical expertise
- **Greater revenue potential** by alleviating time addressing client issues and minimizing client churn

How Malwarebytes solved the problem

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"Being able to speak to someone locally with technical expertise has been invaluable to the partnership and that local support is extremely valuable to us. We speak to our contact weekly, which has really solidified our partnership," added Samios.

- **Instills confidence** that clients have effective endpoint protection
- **Enables strong revenue growth** with a cloud-based endpoint security offering for remote employees
- **Saves time administering clients** with the OneView console that makes it simple to see all details, in one place, and easy view if a client has gone over a site license
- **Responsive, local Malwarebytes contact** with technical expertise makes it easy for SOvit to get answers quickly and, in turn, provide timely and efficient service



malwarebytes.com/business



corporate-sales@malwarebytes.com



1.800.520.2796

Malwarebytes is a cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against malicious threats, including ransomware, that traditional antivirus solutions miss. The company's flagship product uses signature-less technologies to detect and stop a cyberattack before damage occurs. Learn more at www.malwarebytes.com.