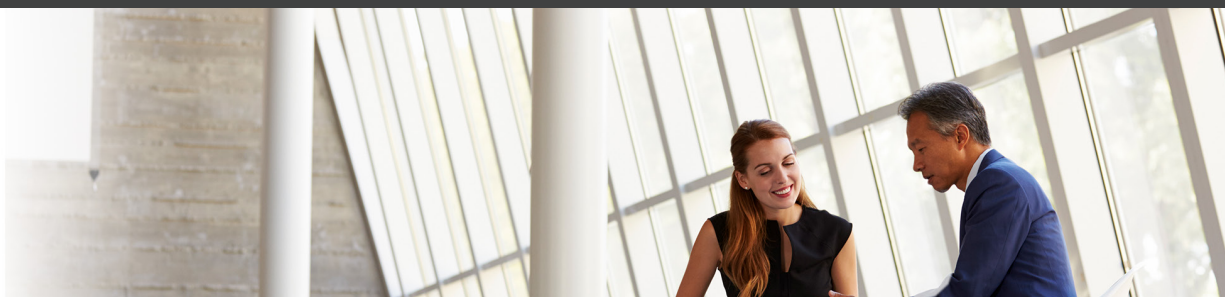

All Covered reduces security incidents by 70 percent with Bitdefender

Better cybersecurity for the client, lower security management cost for the provider

The Challenge

All Covered knows stronger security means stronger business. The company decided to migrate away from its previous security solution – which was incomplete and buggy – but, to cover all the functions needed, found they had to use three different products.

"We needed to heighten our ability to protect our clients," says Brian Luckey, National Manager, Managed Services, All Covered.

However, using multiple products at once complicated management and led to a lack of consolidated reporting. After three years using the three products, All Covered decided to seek a single offering that would meet all its needs. As a leader in IT security services, All Covered researched several solutions exhaustively before making a decision, which it knew could impact its clients. The company established four primary objectives:

- Identify the solution that would provide optimal protection for All Covered clients
- Partner with a vendor that would remain flexible while providing maximum support
- Implement the highest levels of security best practices and best-in-class reporting
- Deploy a solution with API innovation, access to data, alerts, and IPSN integration

The Solution

All Covered reviewed more than a dozen solutions to find a vendor who could meet these demands. After initial evaluations, the company narrowed its focus to three. After further testing and discussion, Bitdefender was the last solution standing. "Bitdefender was the one catching more of the bad guys, providing better protection," says Luckey. "Bitdefender also had the best reporting and the best console."

Luckey's team found that Bitdefender was offering the right product and the right process while promptly providing complete information. "Even before we knew what we needed, Bitdefender was providing it," says Luckey. The relationship between the two companies developed into exactly the partnership All Covered wanted.

The Results

All Covered is confident they built a best-in-class comprehensive security strategy encompassing cyber security and cloud backup and recovery. Soon after deploying Bitdefender, the company was able to:

- Detect malware that previous solutions missed
- Minimize performance-related tickets
- Reduce incidents by 70 percent, which cut related manpower needs in half and lowered overall staffing expenses
- Drive high utilization performance on machines, making it easier to manage more than 45,000 endpoints for over 2,000 clients

All Covered
IT SERVICES FROM KONICA MINOLTA

All Covered has been providing individualized IT consulting, design, implementation and maintenance since 1997. It is the nationwide technology services division of Konica Minolta Business Solutions USA Inc., focusing on the unique computing, networking and application needs of businesses across all verticals. All Covered serves thousands of organizations across the nation in practically every major industry, providing Managed IT Services, IT Security, Cloud Services, IT Consulting, Application Services and more.

Industry
Managed IT Services

Headquarters
Ramsey, New Jersey, USA

Employees
1,200

Bitdefender Footprint
GravityZone Security for Managed Service Providers (MSPs)

About Bitdefender
Bitdefender is a global company that delivers security technology through a network of value-added alliances, distributors and reseller partners. Since 2001, Bitdefender has consistently produced award-winning security technology, for businesses and consumers, and is one of the top security providers in virtualization and cloud technologies. Through R&D, alliances and partnership teams, Bitdefender has created the highest standards of security excellence in both its number-one-ranked technology and its strategic alliances with some of the world's leading virtualization and cloud technology providers.

Bitdefender also provided consistency, significantly reduced noise and incompatibility, and improved access to reporting.

Bitdefender brought multiple other benefits to All Covered, including dashboard insights that were unavailable with previous solutions. “At a glance, I can now see the machines that get a lot of infections. It’s great. I love it,” says Jeremy Wiginton, Application Administrator. “Bitdefender’s dashboard is more user-friendly and generally two notches above what we’ve seen from the competition.”

Wiginton also likes the ease of management and the way Bitdefender responds to his company’s needs by coming up with new features, such as API integration to automatically push alerts. “We love it that we can submit a request for a feature and then, a few months later, be told that it’s coming. It’s amazing to have that type of partnership,” he says.

Cross-platform support represents another important improvement from previous solutions. All Covered had been limited to offering security only for Windows machines, which meant clients with Mac and Linux in their environment had to acquire a different solution and manage it separately. “This cross-platform capability has been a big help and the selling point for some clients,” says Wiginton.

Using Bitdefender has also increased customer satisfaction. After migrating to Bitdefender, clients saw lower CPU utilization on their machines and noticed a reduction in noise and load on workstations and servers. In fact, clients are experiencing better protection overall, with security events all but eliminated. And Bitdefender’s detailed reporting clearly shows clients exactly how their IT security has improved.

At the bottom line, Bitdefender helps All Covered grow its business. Greater client satisfaction has given the sales team confidence in the product, and adds a powerful aspect to the marketing for this solution.

Challenges
All Covered needed significantly improved security and performance, access to best-in-class reporting, and elimination of bugs and glitches with one integrated solution, as well as a “true partner” that would provide the right support and flexibility.

Solution
Bitdefender, chosen out of more than a dozen solutions, proved to offer superior technology, complete and timely reporting, comprehensive support, and the right type of partnership.

Results
- Reduced security incidents by 70 percent
- Lessened the impact on security system resources
- Lowered the number of performance-related tickets
- Reduced noise and incompatibility
- Gained a comprehensive overview of security posture through better reporting

“Bitdefender was the one catching more of the bad guys, providing better protection. Bitdefender also had the best reporting and the best console.”

— Brian Luckey, National Manager, Managed Services, All Covered

All Rights Reserved. © 2018 Bitdefender.
All trademarks, trade names, and products referenced herein are property of their respective owners.
FOR MORE INFORMATION VISIT: BITDEFENDER.COM