

Simplified DMARC Management

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Computer Integration Technologies (CIT)'s Success with EasyDMARC



About Customer



Headquarters

Minneapolis, Minnesota

Founded

1992

Website

www.cit-net.com

Industry

Managed Service Provider

ABOUT THE CLIENT

Computer Integration Technologies (CIT) is a leading managed service provider offering comprehensive IT solutions in Minneapolis, USA. With pride, the company serves 400 customers and expertly manages over 20,000 endpoints. CIT's dedicated team, comprising 150+ skilled professionals, delivers a broad spectrum of services, with a specialized focus on cybersecurity.

DISCOVERING EASYDMARC

Nate Schmitt, the Director of Cybersecurity at CIT, stumbled upon EasyDMARC at IT Nation Connect in November 2023. While wandering around the booths, he stopped by EasyDMARC and another MSP vendor because he wasn't satisfied with his current vendor. Nate was particularly impressed by EasyDMARC's modern user interface and its multi-tenancy feature, and found that it worked better than their current DMARC implementation. Additionally, he appreciated that the CNAME configurations worked seamlessly, eliminating the need to log in to multiple DNS hosts to make changes.

MOST APPEALING FEATURE

"When we signed up with the previous vendor a couple of years ago, the portal remains exactly the same as it was when we first joined. We were never able to grant our customers access to their reports, and everything had to be done manually by us. Additionally, we had to navigate to every DNS provider for configuration changes, which is why your CNAME records were so appealing. Another standout feature for us was EasySPF because dealing with the 10 DNS lookups was a headache.," stated Nate Schmitt.

MAIN MOTIVATION FOR MSPS' END USERS

Nate Schmitt believes that it's simply a matter of educating users. At CIT, they emphasize to their customers that DMARC alignment is crucial. If their domains aren't DMARC aligned, they're vulnerable to phishing, spoofing, and other threats. Furthermore, there's a risk of experiencing dropped messages as various providers begin enforcing DMARC alignment.

THE CHALLENGE

DMARC is not an easy conversation; it's complicated, and many individuals don't fully understand it. One of the key points emphasized is the vulnerability to spoofing. By explaining the risk of someone spoofing their domain to impersonate them to one of their customers, clients often realize the importance of incorporating DMARC into their email security measures.

From a technical perspective, the transition was smooth for CIT's team, as they are highly experienced in DMARC implementation.

"We're currently in the process of onboarding our customers, and it's been going exceptionally well. We've successfully onboarded the first 40 customers, and our goal for the next year is to bring on 100 more. Looking ahead, we anticipate serving a total of 500 to 600 customers in the upcoming years."