

iPremise turns to Bitdefender after detection failures

THE CHALLENGE

Many businesses depend on iPremise to deliver secure and crucial IT services and solutions. Recently, the company had been noticing issues with customer networks. iPremise was using a combination of what they thought were well known endpoint security products from a large security vendor based in Japan. They discovered a very alarming situation – the security vendor's endpoint solution was not detecting unprotected devices, and worse, malware was hitting some of their clients through their networks from these unprotected devices.

“We had come to rely on our prior security vendor to ensure the safety of our products and services for our customers,” said Rob Bosch, President, iPremise. “But when we discovered that the security vendor's technology was not detecting, nor protecting, we had to act very quickly. The malware that had entered our customers' networks was replacing directory files and the security software we thought was dependable was doing nothing.”

“We decided to work with Bitdefender for a number of reasons. The products easily integrate in our Microsoft environment, they detect unprotected endpoints and clean up malware instantly, and the centralized management makes our job very easy.”



Colorado-based iPremise is a cloud & managed service provider focused on simplifying technology for small and mid-sized businesses while giving them enterprise-class solutions. iPremise addresses customer demand by providing a hybrid of hardware and software products and services, ranging from network storage, cloud solutions, email, and internet connectivity and support for mobile workers. iPremise customers depend on the company to provide the highest level of security to protect their valuable IT assets and important services. The company prides itself in delivering the highest quality services to its customers which range from 5 to 400 users.

THE SOLUTION

After researching a number of security vendors, iPremise discovered Bitdefender's number one ratings for AV testing through a number of independent reports, and decided to proceed with Cloud Security for Endpoints (CSE). But before they made the final decision, one of the key criteria was to determine how well Bitdefender's Support organization would perform. "One of the keys to working well with any vendor is truly experiencing their responsiveness and pragmatic approaches to solving problems," said Bosch. "We quickly assessed the Bitdefender Enterprise Support team's responsiveness and capabilities, and the team exceeded expectations. For us that was just as critical as how the software performed in order for us to proceed."

"We worked with Bitdefender to swiftly deal with the problem. We needed to remove the other security solution and the malware problem that had been occurring periodically for months on our customers' systems. The second we installed Cloud Security for Endpoints, the solution immediately detected customer endpoints that were not protected and it immediately found the malware in the customer networks and removed it."

Bosch continued, "We decided to work with Bitdefender for a number of reasons. The products easily integrate in our Microsoft environment, they detect unprotected endpoints and clean up malware instantly, and the centralized management makes our job very easy. We can structure it in a way that allows us to manage and train our support staff very easily."

THE RESULT

iPremise removed the risks and performance issues related to an endpoint solution. They found that Bitdefender solutions and support are the ideal fit for their business needs. iPremise has freed up their resources from fighting with viruses & malware, and can now focus on other solutions for their customers.



About Bitdefender

Bitdefender is a global security technology company that delivers solutions in more than 200 countries through a network of value-added alliances, distributors and reseller partners. Since 2001, Bitdefender has consistently produced award-winning business and consumer security technology, and is a leading security provider in virtualization and cloud technologies. Through R&D, alliances and partnership teams, Bitdefender has elevated the highest standards of security excellence in both its number-one-ranked technology and its strategic alliances with the world's leading virtualization and cloud technology providers.

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