

Blaze Networks fires up endpoint security business

Managed service provider delivers 24x7 monitoring, decreases time spent on security investigations, and helps customers lower insurance policy premiums



The Challenge

When it comes to managed IT services, cloud-enablement is essential to delivering premium-level offerings. Blaze Networks, a security-focused managed service provider (MSP) was unpleasantly surprised when its prior cybersecurity solution was struggling, resulting in delayed virus definitions and policy updates. Further, since the solution vendor offered sub-par technical support, Blaze was forced to solve the issues with extensive troubleshooting, which was a drain on internal resources.

Seeking an alternative offering, Blaze Networks evaluated several cybersecurity solutions and selected Bitdefender GravityZone Cloud MSP Security as the basis of its endpoint security.

Ben Brassington, Director and Founder, Blaze Networks, recalls, “We standardized on Bitdefender GravityZone for endpoint security because it was designed for the cloud from ground up and incorporates multiple layers, such as malware protection, email and Web filtering, and email security. We also were excited about Bitdefender’s machine learning, heuristic analysis, and sandboxing capabilities. In addition, the independent industry sources were consistently rating Bitdefender’s catch rates as extremely high.”

The Solution

Blaze Networks depends on Bitdefender GravityZone Cloud MSP Security to provide clients with extensive hardening, prevention, and detection layers. The solution also incorporates tunable machine learning, advanced anti-exploit, content and device

BLAZE NETWORKS

Blaze Networks Limited, a security-focused managed service provider and Internet Service Provider, provides network communications, IT, and cloud services to businesses across the United Kingdom. In addition, Blaze is a fully licensed telecommunications provider and local Internet registry.

Industry

IT Managed Services

Headquarters

Macclesfield, Cheshire, United Kingdom

Bitdefender Footprint

- [Bitdefender GravityZone Cloud MSP Security](#)
- [Bitdefender MDR Foundations for MSPs](#)
- [GravityZone Advanced Threat Security](#)
- [GravityZone Endpoint Detection and Response](#)

control, active directory integration, email security, and cloud sandboxing. The Bitdefender-based Blaze Endpoint Protection solutions provide customers with Bitdefender Advanced Threat Security (ATS) and Bitdefender Endpoint Detection and Response (EDR), together with the additional functionality of optional Bitdefender modules.

More recently, Blaze expanded its partnership by engaging Bitdefender MDR Foundations for MSPs to offer the Blaze Managed Endpoint Detection and Response (MDR) solution. With Bitdefender MDR Foundations for MSPs, Blaze provides customers with access to experienced Bitdefender cybersecurity experts, as well as 24x7 monitoring and response, proactive research-based threat hunting, and expert recommendations.

Altogether, Blaze Networks uses Bitdefender solutions to protect thousands of workstations and servers. Blaze also protects endpoints in customers' cloud and application environments, such as Microsoft Azure and AWS, as well as its own Blaze Cloud services.

The Results

GravityZone's cloud integration has been a major advantage, according to Brassington: "With our previous solution, agents weren't clocking in, so we had versioning differences and definition problems that created gaps in our protection layers. Those issues have gone away with GravityZone, which is such a cloud-capable solution. GravityZone consistently and rapidly updates agents with the latest definitions, providing our clients with significantly more protection. GravityZone has proven to be an extremely stable, solid product."

In addition, Blaze Networks reports that Bitdefender Advanced Threat Security solution has delivered vast improvements in visibility and administrative efficiency.

"Bitdefender Advanced Threat Security builds a map of how a threat propagates across devices and networks within minutes of identifying a risk and without us having to detonate an asset," Brassington explains. "It saves hours, days, or even weeks of time to investigate an incident."

In the latest phase of the partnership, Blaze Networks has engaged Bitdefender MDR Foundations for MSPs to provide 24x7 monitoring, investigation, and response. Blaze continues to handle GravityZone implementation and verification of definition updates.

"Bitdefender's MDR offering gives me peace of mind," says Brassington. "We have capable Bitdefender teams actively watching and responding to EDR events to ensure we're not compromised and notifying us of any actions taken to isolate threats."

Brassington continues, "It's been phenomenal how we no longer get bogged down with security investigations. The time our Level 3 engineers spend on security investigations had decreased from 20-30 percent to less than 10 percent of their time. This allows us to reallocate more resources to top-level technical support—one of our core functions."

Blaze Networks' overall revenue has been growing at 30 percent annually and even faster in the endpoint security sector, reports Brassington: "Since moving to MDR, our endpoint security sales are going through the roof. It's rare for our customers to have a security team that can monitor and react to EDR events, let alone on a 24x7 basis."

"Another growth driver is that insurance companies now require EDR-level protection, network access control, and other security capabilities. Otherwise, businesses must pay considerably higher insurance policy premiums, which in today's inflationary environment is particularly challenging. With Bitdefender GravityZone and MDR, our clients can check all the boxes for cybersecurity insurance."

Blaze Networks works with customers to ensure they comply with a variety of security standards, such as GDPR, PCI-DSS, and CISA's Cyber Essentials, among others.

"We couldn't achieve such comprehensive compliancy standards for our customers without the Bitdefender security stack," explains Brassington. "Bitdefender also is critical to ensure our own infrastructure security."

The partnership with Bitdefender has been another asset for Blaze Networks.

Brassington reflects, "The ease of doing business with Bitdefender and Bitdefender's excellent communication and world-class support and engineering have been highlights. On the rare occasions when we've needed to contact support, Bitdefender engineers help us solve issues in minutes and hours versus the days and weeks it used to take. The Bitdefender solutions are tailored for MSPs, which makes them easy to consume since we can bill everything to our customers monthly."