Bitdefender®

Faticoni expands customer base with comprehensive cybersecurity

Value-added reseller partnership deepens customer trust, drives 30-40 percent annual security growth, and improves client experience

faticoni
Soluzioni IT per il Business

Founded in 1978, Faticoni SpA is a systems integrator and value-added reseller specializing in information technology, networking, and security solutions. Backed by highly skilled technical professionals, Faticoni provides public administration and small and medium-sized enterprises with advanced solutions, IT planning, installation, customer support, consultancy services, and training.

Industry
IT Systems

Headquarters
Cagliari, Italy

Business Challenge
- Customer satisfaction negatively impacted by spotty protection from breaches
- Drain on administrative time due to supporting wide variety of solutions
- Limited visibility into potential threats

BUSINESS CHALLENGE

Faticoni SpA, a systems integrator and value-added reseller, previously sold and supported a variety of cybersecurity solutions for enterprise customers. The challenge was that the solutions often were not successful at blocking threats. Further, with so many solutions, Faticoni was increasingly burdened with administration. To address these issues, Faticoni sought to standardize on a high-quality, comprehensive cybersecurity solution and embarked on an in-depth search.

Emanuele Piras, Chief Technology Officer, Faticoni, says, "We selected Bitdefender over other cybersecurity solutions because it received consistently high rankings in independent industry tests, and we found the solution easy to use. We also were impressed with the company's commitment to innovation and partner relationships. Standardizing on Bitdefender gave us an excellent opportunity to expand our business, increase customer satisfaction, and become more efficient by focusing on a single solution."

PARTNERSHIP SCOPE

Faticoni has implemented Bitdefender GravityZone across virtual and physical endpoints for enterprise customers. The company resells numerous Bitdefender's GravityZone solutions, including GravityZone Business Security, GravityZone Business Security Premium, GravityZone Business Security Enterprise, GravityZone Patch Management, and GravityZone Security for Email.

GravityZone Business Security Enterprise, for example, provides integrated threat prevention, detection, response, and risk analytics across virtual and physical endpoints, and cloud environments. GravityZone also incorporates threat intelligence, machine learning, and behavior analytics applied to network traffic to detect advanced attacks early and enable effective threat response.

In addition to implementation services, Faticoni provides GravityZone customers with systems integration, technical support, and training.

Due to the success of the partnership, Faticoni is testing GravityZone XDR to provide extended observability, automated detection, and guided response for customers. GravityZone XDR exposes the full scope of attacks by connecting events and incidents over time and providing deeper context through automated evidence collection, root cause analysis, and recommended response actions.

BUSINESS OUTCOME

Bitdefender's commitment to the partnership with Faticoni has been a major asset, according to Piras: "We greatly value the constant support and attention we receive from the Bitdefender staff."

Faticoni also credits the partnership will driving faster revenue growth.

Alessandro Faticoni, Chief Executive Officer and Founder, Faticoni, says, "Not only have we attracted new customers, but we have improved client satisfaction by delivering a more advanced, comprehensive security solution. Due to partnering with Bitdefender, our security segment is now growing at 30-40 percent annually—the fastest growing segment across our overall business."

Another way Faticoni attracts new customers is by deploying Bitdefender as a ransomware remediation solution. For example, Faticoni received a terrified call from a public administration agency that was not using Bitdefender and had been subject to ransomware that disabled 400 endpoints. Faticoni's technical team installed Bitdefender GravityZone across the endpoints to remove the malware, and within two weeks, restored and reconnected the endpoints to the network. Soon after, the agency replaced their existing security solution with GravityZone.

Piras reports that customers switching to Bitdefender have gained a more positive cybersecurity experience: "With Bitdefender, our customers are better protected and can more clearly view potential threats and remediations applied to the infrastructure. With this success and increased visibility, our customers have developed a deeper trust for us as their partner."

Faticoni values that Bitdefender GravityZone is simple to use while providing excellent protection from breaches and incidents. Since partnering with Bitdefender four years ago, Faticoni has not detected any successful attacks or breaches in customer environments protected by GravityZone.

"Because Bitdefender has improved the security posture of our customers, we've seen a 50 percent reduction in the volume of security-related trouble inquiries. With Bitdefender's in-depth risk management and analytics, we can view any necessary elements to analyze the security of the data, configurations, user behavior, security patches, and so on. We also credit the GravityZone dashboard with making it easier and quicker to comply with government regulations, such as the EU's GDPR."

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Alessandro Faticoni, Chief Executive Officer and Founder, Faticoni

Business Outcome
- Customers deepen trust in partnership due to increased visibility and protection

- Security segment growing at 30-40 percent annually— fastest across the business

- 50 percent drop in security-related trouble inquiries

- Easier compliance with GDPR and other regulations