Bitdefender.

CASE STUDY

Grant McGregor thrives with advanced cybersecurity offering

Managed service provider delivers proactive cybersecurity protection, increases revenue growth, and creates more time for meaningful client interactions

The Challenge

When companies entrust their IT solutions with a managed service provider (MSP), they rightfully expect top-notch customer service and reliability. Grant McGregor, a fast-growing MSP, takes this expectation to heart as evidenced by its reputation for responsive, quality IT support and services.

When its previous security solution was not consistently protecting clients and burdening support staff with troubleshooting and billing issues, Grant McGregor knew it needed to act. The firm evaluated alternative security solutions offered by ConnectWise, Webroot, Heimdal Security, and Bitdefender. Grant McGregor ultimately selected Bitdefender GravityZone Cloud MSP Security.

David Lawrence, Director of Operations, Grant McGregor, states, "We selected Bitdefender because of its excellent industry reputation and breadth of advanced security capabilities. We also were impressed with how easy it is to use the GravityZone cloud console and access valuable cybersecurity insights that help us protect our clients."

The Solution

Grant McGregor uses Bitdefender GravityZone Cloud MSP Security to provide clients with extensive hardening, prevention, and detection layers, along with tunable machine

Grant McGregor Ltd is a leading managed service provider serving clients across Scotland and greater U.K. The company provides clients with IT support, cybersecurity, software, cloud, and IT consultancy services.

Industry
IT Managed Services

Headquarters
Edinburgh, Scotland

Bitdefender Footprint
→ Bitdefender GravityZone Cloud MSP Security
→ Bitdefender Advanced Threat Security
→ Bitdefender Endpoint Detection and Response
→ Bitdefender Full Disk Encryption
→ GravityZone for Exchange
→ GravityZone Managed Detection and Response
→ GravityZone Security for Virtualized Environments

learning, content and device control, email security, and cloud sandboxing.

In addition, Grant McGregor protects customers with Bitdefender Advanced Threat Security, Bitdefender Endpoint Detection and Response, GravityZone Security for Virtualized Environments, GravityZone Security for Exchange, and Bitdefender Full Disk Encryption.

For clients with heightened security requirements, Grant McGregor also offers and manages GravityZone Managed Detection and Response (MDR). The GravityZone MDR service provides 24x7 monitoring, host and network layer protection, advanced analytics, threat intelligence, and Bitdefender staff expertise in incident investigation.

Grant McGregor depends on Bitdefender to protect 2,000-plus client endpoints, including Microsoft Windows workstations and servers, macOS workstations, and Linux servers. Bitdefender also safeguards client endpoints running Autodesk, Microsoft Active Directory, Microsoft Azure, Microsoft Exchange, Microsoft Hyper-V, and Microsoft SQL Server, among other IT environments.

"Bitdefender's customer team was superb in getting the GravityZone MDR offering online and lining us up for success," recalls David. "They provided us with a professional onboarding tool kit and walked us through the process. This made delivering the information to the Bitdefender security operations center quick and efficient so they could get on with protecting our clients. Installing GravityZone Cloud Security on client endpoints also has been stressless and straightforward."

The Results

Grant McGregor credits Bitdefender GravityZone Cloud Security and MDR with providing their clients with stronger protection against the latest cybersecurity threats. David states, "Since moving to Bitdefender, we've avoided any breaches and detected and resolved any attempts to infiltrate our client environments. With our proactive security posture enabled by Bitdefender, we're anticipating our annual revenue to grow by 15 percent in the next two years compared to 8 percent in the two years prior. With the security landscape continuing to get scarier, we expect the share of our clients that choose Bitdefender MDR versus Cloud Security to increase from 10 to 80 percent within a year. As a managed service provider, knowing that Bitdefender has our back is reassuring and gives us confidence in our offerings."

In addition, Grant McGregor appreciates the responsiveness and quality of Bitdefender customer support. Paul Sinclair, IT Service Manager, Grant McGregor, explains, "We have been impressed with the technical knowledge and efficiency of the Bitdefender teams. Any time we've logged a ticket, the response is quick and often resolved with the first person we reach."

According to Paul, the GravityZone cloud console has contributed to better efficiency and productivity. "I like that I can see all of our clients and devices from the GravityZone cloud console and it's easy to manage endpoints and change permissions and policies. When we hire new people, they get up to speed on Bitdefender with minimal training."

Since moving to Bitdefender, Grant McGregor estimates that overall time dedicated to troubleshooting and resolving security issues has been reduced from 35-40 hours a week to about one hour. "Because Bitdefender automatically looks after security and manages many processes, our service desk people have been freed up from malware removal," David notes. "Instead, they have more time for meaningful conversations with our clients and provide better quality support."

Another issue Bitdefender resolved for Grant McGregor was slow workstation performance during security scans. Paul reports, "Before Bitdefender, our security software required 50 percent of resources on our workstations, which would degrade performance. With a small footprint, Bitdefender software consumes only about 250 megabytes of memory and CPU compared to our previous security software, which required up to a gig. That's a 75 percent improvement and our workstations now run much faster."

In addition to the top protection and performance of Bitdefender technologies, Grant McGregor places high value on the partnership. David explains, "As our partner, Bitdefender proactively solicits our feedback about their products, so they can continue to improve them. Bitdefender proves again and again that they are engaged in helping us deliver the best service to our clients. The door is always open to us at Bitdefender."