

Heartland Business Systems Modernizes Security Offerings

Managed service provider streamlines integration of tool sets, speeds endpoint deployment time, and lowers insurance premium costs



Challenge

Managed service providers need to stay ahead of constantly evolving security threats to effectively safeguard their customers' data and applications. Heartland Business Systems (HBS), a premier managed service provider (MSP) and technology integrator, is no exception. HBS grew concerned when its prior security software vendor was not embracing modern endpoint detection and response (EDR) technologies.

To ensure its customers received top security protection, HBS evaluated several cybersecurity vendors and decided to partner with Bitdefender.

Jason Nuss, Vice President, Cloud Services, Heartland Business Systems, says, "We conducted a comprehensive evaluation of seven cybersecurity vendors that included reviewing analyst reports and conducting solution trials. Bitdefender stood out as the most effective, advanced solution."

"We liked Bitdefender's centralized management portal overlay allowed us to push out security policies through a single pane of glass instead of having to independently touch and configure thousands of endpoints. We also were attracted to Bitdefender's advanced EDR capabilities and streamlined integration with our ConnectWise tool sets."

Solution

HBS 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 control, active directory integration, email security, and cloud sandboxing.



Heartland Business Systems is a premier managed service provider of technology integration, consulting, infrastructure, security, business automation, application development, and networking, among other services and solutions. The company, which includes 350 advanced technology engineers and consultants, serves customers across education, government, healthcare, and corporate markets.

Industry

IT Managed Services

Headquarters

Little Chute, Wisconsin

Bitdefender Footprint

- GravityZone Cloud MSP Security
- GravityZone Advanced Threat Security
- GravityZone Endpoint Detection and Response
- Bitdefender ConnectWise MDR Integration

IT Environment

- Microsoft Active Directory
- Microsoft Exchange
- Microsoft Hyper-V
- Microsoft SQL
- NutanixV
- Mware ESXi
- VMware vSphere

As extra layers of security, HBS offers customers Bitdefender Advanced Threat Security (ATS) and Bitdefender Endpoint Detection and Response (EDR) modules.

In addition, HBS provides a managed detection and response (MDR) service that integrates GravityZone Cloud MSP Security, Bitdefender ATS, and Bitdefender EDR with ConnectWise solutions. The ConnectWise MDR team uses the Bitdefender console to monitor the HBS endpoints.

Altogether, HBS uses Bitdefender to protect more than 8,000 workstations and servers. Applications and operating systems running on Bitdefender protected endpoints include Microsoft Active Directory, Microsoft Exchange, Microsoft Hyper-V, Microsoft SQL, Nutanix, VMware ESXi, and VMware vSphere.

Results

HBS highlights GravityZone's top security performance, as well as its ease of integration and scalability.

"The tightness of integration between ConnectWise and Bitdefender is a big plus," states Nuss. "We use ConnectWise to deploy GravityZone onto endpoints, which is faster and more efficient compared to when ConnectWise and our prior security solution were not integrated. For example, before it would hours to deploy 100 endpoints whereas now, we can accomplish the same task in minutes. The streamlined integration and deployment also make it easier for us to scale and support new customers regardless of the number of endpoints."

Nuss continues, "Bitdefender does an excellent job alerting us and our ConnectWise MDR team to threats so we can jump on them as soon as possible and try to prevent them from spreading. We have much better visibility than we had before."

Adding GravityZone's EDR capabilities also has streamlined compliance, according to Nuss: "With the growing risk of cyber-attacks, business insurance costs have risen considerably. Now, we and our customers can check off the EDR and MDR tick boxes for cyber-insurance policies and lower our premiums."

Nuss also reports that HBS highly values the close partnership with Bitdefender: "The people at Bitdefender have been great to work with and are committed to our business success. We have participated in several Bitdefender advisory councils so we can get to see what is on their roadmap and share our perspective on the industry."

Bitdefender's pricing model for MSPs has been another advantage, says Nuss: "We provide our customers flexibility to use our services without tying them down with a long-term contract. Bitdefender's consumption-based month-to-month model for MSPs is a big plus for us since it aligns with our go-to-market strategy."