

TitanHQ teams with Bitdefender to deliver multilayered security

Leading cybersecurity provider delivers improved data security for global MSPs while increasing operational efficiency



The Challenge

Multi-layered security is one approach common in all successful security strategies, and given the consistent evolution of threats, it will continue to shape strategies for safeguarding operations, IT infrastructure, and services.

At TitanHQ, the team were looking for an opportunity to deliver layered security without increasing complexity for their clients or internal teams. With SpamTitan processing billions of emails a month, efficacy and ease of implementation were key considerations for the TitanHQ team.

After evaluating several solutions, TitanHQ decided to integrate Bitdefender's Email Threat Protection SDK and Sandbox Service with SpamTitan.

As Sean Morris, Chief Technology Officer, TitanHQ explains, "The general model of the use of the SDK, and how that's deployed is really good. It's straightforward and easy to bring into the broader stack because of the nature of how it's designed."

When TitanHQ decided to develop a new product in PhishTitan, a phishing protection solution for Microsoft365, their multi-year partnership with Bitdefender helped them decide to leverage threat information delivered by Bitdefender technologies.

As Dryden Geary, Marketing Director, TitanHQ, explains, "From a threat intelligence perspective, from the perspective of the team that Bitdefender built, we felt very confident leaning into Bitdefender in that project. It allowed us to push into this space with confidence."



TitanHQ is a 20-year-old multi-award-winning cybersecurity company specializing in web filtering, email security, email archiving, security awareness training, and phishing simulations. Their solutions are used by over 7,500 MSPs and SMBs all over the globe.

Industry:

↳ Cybersecurity

Headquarters:

↳ Galway, Ireland

Bitdefender Footprint:

- ↳ Bitdefender Email Threat Protection SDK
- ↳ Bitdefender Antimalware SDK
- ↳ Bitdefender Sandbox Service

The Solution

TitanHQ has embedded the following Bitdefender technology licensing solutions into their products protecting over 7,500 customers in 140 countries.

Bitdefender's Email Threat Protection SDK combines multiple spam, phishing and malware detection technologies to identify and stop cyberthreats from the email flow.

For Sean Morris, having Bitdefender Email Threat Protection SDK as the first line of defense "Is providing great value on a daily basis by essentially detecting and preventing malware from getting through to our customers."

As a second line of defense, Bitdefender's AI-powered Sandbox Services continuously improves the detection capabilities of SpamTitan. Both the prefilter and dynamic malware analysis use advanced deep learning algorithms trained on diverse threat feeds.

In addition, Morris appreciates how Bitdefender technologies deliver top-rated threat information while also integrating well with organizational initiatives exploring the value of AI for combating phishing. He remarks "It's really strong on the front end of the phishing threat and it's complementary to the work we've been doing around Machine Learning and GenerativeAI."

The Outcome

Over a number of years, team members from TitanHQ and Bitdefender have forged a close working relationship. When integrating Bitdefender Sandbox Service to perform automatic, in-depth analysis of suspicious files, Morris explains, "There were challenges and it really comes down to like all sandboxing technology, what's the right amount of emails to put through it. But the partnership in getting that right was strong."

With Bitdefender technologies forming part of their defensive front line, TitanHQ enjoyed a seamless launch of their new anti-phishing product, PhishTitan. As Sean Morris explains "We made the choice late last year, let's try threat intelligence out as part of our broader, new anti-phishing product and it proved to be a very positive addition."

Beyond that, Bitdefender Email Threat Protection SDK continues to deliver value as a low overhead solution for email threat detection and protection Sean Morris notes "It's easy to implement that in its own right, is beneficial to total cost of ownership because it's easy to upgrade and manage."

Moving forward, TitanHQ values the close working relationship with Bitdefender, Dryden Geary points out: "Bitdefender is at the different shows with us, talking to our customers as well and understanding the problems and solutions set that we're trying to get to. I think Bitdefender has the technology capability and investment in areas that are pivotal in our strategic direction."

He concludes "But for us, is this a partner that sees the world with the same eyes that we do? And Bitdefender, they really do."