

How Technology By Design Eliminated Noise Through Dynamic Prevention

Technology By Design, based in Billings, Montana, is an MSP managing over 2,700 endpoints across diverse small- and mid-sized businesses. Known for long-term client relationships and standardized IT practices, they focus on delivering reliable, proactive cybersecurity.

Partnering with Bitdefender, Technology By Design leverages advanced endpoint protection to prevent threats earlier in the attack chain, reduce alert noise, prevent attacks, and maintain smooth client operations.

90%
fewer alerts

For previously high-incident clients

20-40
hours saved

Monthly remediation reduced to only a few review hours



INDUSTRY: MSP

LOCATION: Billings, Montana

ENDPOINTS: 2,700+

PRODUCTS: ↳ GravityZone MSP Security
↳ Secure Plus (EDR and MDR)
↳ PHASR
↳ Extended Email Security

THE CHALLENGE: Threats Slipped Through Existing Tools

Technology By Design has built a reputation for proactive, reliable security, but even their experienced team faced limits with existing tools. Spam filters and basic endpoint packages weren't stopping phishing or malware, and attackers were exploiting legitimate system tools and remote administration apps to bypass protections.

These gaps didn't just allow threats through - they also created operational noise. Alerts, tickets, and remediation tasks consumed valuable engineering time, forcing the team to respond to incidents instead of focusing on proactive security improvements.

Branko Grujic, lead security engineer, adds: "We needed a solution that would help us prevent more threats and spend less time responding to incidents. Our previous tools simply weren't stopping enough activity before it became a problem."

They needed a solution that could stop threats earlier in the attack chain, across a varied and growing client base.

"With PHASR in place, we're seeing the problems that used to dominate our days just disappear. It's giving our clients stronger protection without adding extra work for our team."

KEN LUTTON
CEO



THE SOLUTION: PHASR Protects Clients Without Disruption

Technology By Design turns to Bitdefender GravityZone Proactive Hardening and Attack Surface Reduction (**PHASR**) to address these challenges. The solution provides behavior-based protection that blocks malicious activity in real time while silently adapting to client environments.

Ken Lutton, CEO, explains: "With PHASR in place, the problems that used to dominate our days just disappear. It gives our clients stronger protection without adding extra work for our team."

PHASR's autopilot mode lets the team deploy protection without constant manual oversight. Branko Grujic recalls, "We started manually, reviewing each alert carefully, but after testing PHASR on smaller clients, we saw it perform flawlessly. We now deploy it on autopilot, and it just works."

That confidence grew quickly when Branko tested PHASR in one of the MSP’s most delicate environments: a dental office. Dental setups are known for tricky software that often clashes with security tools, but PHASR ran smoothly without disrupting operations. The successful deployment reassured the team that the protection could run safely even in complex client environments, giving them confidence to roll it out more broadly.

By combining intelligent blocking with minimal client disruption, PHASR lets the team get ahead of threats instead of chasing them.

THE IMPACT: Endpoint Security That Works Silently

Since deploying PHASR, previously high-incident clients saw alerts drop by over 90%, and remediation hours fell from 20–40 per month to just a few hours spent in review. Branko Grujic notes, *“On endpoints, we’re seeing no malicious activity at all. Even complex attacks that once slipped through are now stopped immediately.”*

Deployed through the Bitdefender GravityZone platform, PHASR scales quickly across hundreds of endpoints, with new clients typically onboarded in about one hour.

CONCLUSION:

For Technology By Design, PHASR changed what security operations feel like day to day. Threats stop before they reach clients. Alerts no longer pile up. The team spends its time on strategy instead of cleanup. That shift, from reactive to proactive, is what modern endpoint protection is built to deliver.

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BRANKO GRUJIC
Lead Security Engineer

