

IRIS Solutions keeps clients safe from cyberthreats

Managed service provider delivers advanced security, lowers operational costs



IRIS Solutions, a managed service provider in Charlotte, North Carolina, provides clients IT services, such as network integration, server management, business continuity planning, security consulting, and numerous other offerings—all backed by the highest-quality customer support.

THE CHALLENGE

IRIS Solutions, a managed IT service provider, ranks top-notch customer support among its most important values. This value is evident in the quality of their IT offerings, including security solutions. Engineers at IRIS Solutions knew it was time for change when their previous security solution VIPRE was not working effectively.

VIPRE, for example, failed to stop malware at client sites. On top of that, VIPRE's licensing model required IRIS Solutions to set up individual licenses for each client – a time consuming and expensive process.

IRIS Solutions evaluated alternative solutions, and Bitdefender and Sophos soon emerged as the top choices. Ultimately, IRIS Solutions selected Bitdefender Cloud Security for MSPs because it offered exceptional security and a licensing model well designed for managed service providers.

THE SOLUTION

IRIS Solutions uses Bitdefender Cloud Security for MSPs to deliver advanced security to 115 customers. The Bitdefender solution protects approximately 2,000 endpoints, primarily Windows workstations and virtualized and physical Windows servers. IRIS Solutions also depends on Bitdefender to protect its own data center infrastructure.

THE RESULTS

It wasn't long before Bitdefender was put to the test by a ransomware outbreak at a customer site running 15 servers and 400 workstations. The client hadn't installed Bitdefender on older computers, and ransomware shut them down. The 150 computers running Bitdefender, though, were fully protected and untouched.

Industry

Managed Service Provider

Headquarters

Charlotte, North Carolina USA

Employees

20 (IT staff, 15)

Results

- Reduced malware infections by 95 percent
- Stopped ransomware exploits
- Saved 30 hours per month and \$35,000 per year due to a more efficient licensing model
- Decreased malware-related trouble calls by 70 percent
- Decreased time devoted to managing security issues from 25 hours to less than an hour per month

IRIS Solutions sent a team of eight people to the client site over the weekend and resolved the ransomware issues, but the crisis demonstrated the important value of Bitdefender.

"Since we've moved to Bitdefender, it's been flawless," says Brad Wilson, network engineer, IRIS Solutions. "Simply put, we don't get malware. Roughly, 95 percent of the malware we used to have is gone. We also haven't had a single ransomware exploit."

"The number of malware-related calls has dropped by 70 percent," adds Wilson. "That's a huge time savings." Because Bitdefender stops breaches, IRIS Solutions estimates that the time it spends managing security issues has fallen by some 95 percent, to an average of less than an hour per month, from 20-25 hours.

Another advantage is Bitdefender's simple monthly licensing model.

"Bitdefender's licensing model is helping us get better margins," notes Wilson. "Before, we would need to purchase new licenses every time a client added new seats. Now, we get a monthly bill that reflects our usage across all our clients. It's just so easy. And we can look at our Bitdefender portal and see exactly where we stand."

In fact, Wilson estimates Bitdefender's efficient licensing model saves IRIS Solutions 30 hours a month, which translates to \$35,000 a year.

"All in all, Bitdefender is serving us and our clients well," Wilson comments. "It's keeping out the malware and ransomware and saving us a lot of time and money. That helps us focus on delivering the quality customer service and solutions that help us stand out in the market."

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Bitdefender Footprint

- Bitdefender Cloud Security for MSPs

Bitdefender is a cybersecurity leader delivering best-in-class threat prevention, detection, and response solutions worldwide. Guardian over millions of consumer, business, and government environments, Bitdefender is the industry's trusted expert* for eliminating threats, protecting privacy and data, and enabling cyber resiliency. With deep investments in research and development, Bitdefender Labs discovers 400 new threats each minute and validates 30 billion threat queries daily. The company has pioneered breakthrough innovations in anti-malware, IoT security, behavioral analytics, and artificial intelligence and its technology is licensed by more than 150 of the world's most recognized technology brands. Founded in 2001, Bitdefender has customers in 170 countries with offices around the world. For more information, visit <https://www.bitdefender.com/>

*Bitdefender has ranked #1 in 54% of all tests by AV-Comparatives 2018-2021 for real-world protection, performance, malware protection & advanced threat protection.

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