

LogMeIn delivers advanced cybersecurity to home offices

Partnership enhances security, drives security-related revenue, streamlines growth, and consolidates security and IT tasks



A pioneer in remote work technology and a driving force behind today's work-from-anywhere movement, LogMeIn has become one of the world's largest SaaS companies with tens of millions of active users, more than 3,500 global employees, over \$1.3 billion in annual revenue and approximately 2 million customers worldwide who use its software as an essential part of their daily lives.

THE CHALLENGE

COVID-19 has challenged us all, including those who transitioned jobs from offices to their homes and now juggle remote work with childcare and the interruptions of home life. Today's IT professionals help bridge these worlds with technology tools that enable secure, streamlined access. One company at the heart of this work-from-home transformation is LogMeIn, which provides tens of millions of people with remote connectivity services that enable them to work securely from any location.

When the Kaspersky security product embedded in the LogMeIn Central remote management and monitoring solution no longer met compliance standards for many U.S. customers, LogMeIn evaluated security solutions from several other vendors, including Bitdefender, Sophos, and McAfee.

Oksana Balytsky, Product Marketing Supervisor, LogMeIn's Remote Access and IT Support Solutions, recalls, "As part of our evaluation, we asked some of our customers what security solutions they trust, and Bitdefender came up consistently. We also were impressed with Bitdefender's top ratings by independent security research firms and how the solution was so easy to use and maintain."

THE SOLUTION

LogMeIn used the Bitdefender Endpoint Software Development Kit (SDK) to embed Bitdefender as an optional security module in the LogMeIn Central solution. Available as LogMeIn Antivirus Powered by Bitdefender, the solution provides LogMeIn Central customers with advanced threat protection, policy assignment, device control, scanning, whitelisting, firewalls, reporting, and other security capabilities.

LogMeIn Antivirus powered by Bitdefender protects LogMeIn Central endpoints for more than 4,800 customers. Endpoints are primarily Microsoft Windows workstations and physical servers, as well as virtual machines and virtual servers.

Industry

Computer Software

Headquarters

Boston, Massachusetts, USA

Employees

3,974

Results

- Revenue growth combined with reduced operational costs
- Consolidated full range of security and IT tasks from a single dashboard
- Security-related care calls decreased by 65 percent per quarter on average
- Streamlined growth of user base due to enhanced security offering

THE RESULTS

With cybercrime on the rise, LogMeIn customers rank security as a top requirement. That's why LogMeIn chose a high-performing endpoint security solution for LogMeIn Central.

"Bitdefender gives our customers peace of mind that their IT assets and data are secure even as employees are often working from home," Balytsky says. "Since we partnered with Bitdefender, LogMeIn Antivirus powered by Bitdefender has become our most popular LogMeIn Central module.

Because Bitdefender is fully embedded in LogMeIn Central, customers can easily perform security tasks, such as virus scans, advanced threat detection, device control, anti-phishing, traffic scans, and more. Bitdefender adds a critical piece to LogMeIn Central's security module, which also includes monitoring, patch management, Microsoft Windows and application updates, along with other IT management activities, from a single dashboard.

Bert Lamb, IT Director, Redi Services LLC, a LogMeIn Central customer, says, "Beyond LogMeIn Antivirus working so well, the biggest selling point was that the antivirus was included in our subscription in addition to the ability to remotely operate computers, manage inventory, receive alerts, deploy packages and more."

Since launching LogMeIn Antivirus powered by Bitdefender, LogMeIn has provided a clean, trouble-free security experience to users.

Balytsky says, "Our engineers and product teams like working with Bitdefender because it essentially runs on auto-pilot and barely requires any maintenance. We've gotten great feedback from our customers about how Bitdefender solution is so easy to use and successful at keeping out threats. Since moving to Bitdefender, security-related calls to our care team dropped from 325 to 125-175 per quarter on average—a 65 percent decrease."

With Bitdefender's flexible licensing model, LogMeIn pays a flat annual fee based on a threshold of users.

"Bitdefender's flexible licensing model lets us grow our user base with confidence that the capacity will be there," notes Balytsky. "We no longer need to get bogged down in applying for new licenses every time we sign on new customers."

Balytsky appreciates the strength of the LogMeIn-Bitdefender partnership. "We've benefitted from Bitdefender being so valued and trusted by companies of all sizes across the industry. We're driving more revenue from our security sector while reducing operational costs since the Bitdefender software is so low maintenance. Because of this success, we're exploring other integrations with Bitdefender that ultimately will increase the value of our overall offerings."

"We've benefitted from Bitdefender being so valued and trusted by companies of all sizes across the industry. We're driving more revenue from our security sector while reducing operational costs since the Bitdefender software is so low maintenance."

Oksana Balytsky, Product Marketing Supervisor, Remote Access and IT Support Solutions, LogMeIn

Bitdefender Footprint

- Bitdefender Endpoint Software Development Kit