# CASE STUDY: IT Support - Managed Services Provider





## Summary

Family-owned MSP business with over two decades of experience seeks to deliver maximum protection to its clients while improving its own operational efficiency by deploying VIPRE Endpoint Security Cloud and Site Manager.

### Solution

Site Manager

### Number of Users

1.200

### Challenge

D2 Integrated Solutions was relying on conventional endpoint security products that offered outdated threat detection and a time-consuming management interface that reduced D2's efficiency, efficacy and effectiveness.

# Website

https://d2integratedsolutions.com/

# LONG-ESTABLISHED MSP D2 INTEGRATED SOLUTIONS BOOSTS EFFICIENCY AND PROTECTION WITH VIPRE ENDPOINT SECURITY

Founded in 1997, D2 Integrated Solutions is a family-owned company that has garnered uncommon experience in infrastructure design, resource distribution and management, and IT service delivery. Leveraging their broad expertise, D2 takes a collaborative approach to providing practical technology strategies and support which are specifically designed to drive the efficiency, security and productivity goals of their customers' businesses.

That emphasis on efficiency, security and productivity is what drove D2 to seek a different endpoint security solution for their clients. According to Ben Drummond, D2's VP of Customer Success, "We really needed something that would provide single pane of glass management so we could efficiently manage multiple customer sites at a time."

Drummond goes on to elaborate: "We also wanted a security solution that was easily scalable, that could be added to client environments of all sizes. We knew that it would have to be cloud-hosted, as it's just too time-consuming to manage definition updates for on-premises security products. And it needed to be easily deployable through our RMM tool. ConnectWise Automate."

Beyond these functional requirements, Drummond also highlights two key factors that impact customer satisfaction, for both D2's clients and D2 itself: "We wanted something affordable for our customers. And we needed a partner whose support will treat us like we're real human beings and not just a number in the queue."

Drummond and his team considered a variety of endpoint security solutions, including products from SonicWall and Webroot, and concluded that VIPRE Endpoint Security Cloud and VIPRE Site Manager were the best choices.

As Drummond puts it, "We picked VIPRE for several reasons. The scalability of the Site Manager product was key, and we were impressed by the lightweight client for our clients' end user devices." In addition to citing its lower CPU and memory usage than other security products, Drummond commended VIPRE because "it's not constantly nagging for virus definition updates. We also appreciated how easy it is to deploy using our RMM."

"We've saved a significant amount of time on management tasks and policy configuration. And VIPRE's ease of use allows our entire team to better understand, utilize and support the product."

"VIPRE has helped us achieve massive efficiency benefits by enabling faster, smoother deployment. That's very important for us because our time is billable hourly, and sometimes a process taking too long can deter a client from making the right/secure decision about their environment."

D2 Integrated Solutions VP of Customer Success Ben Drummond "Then there was VIPRE's exceptional technical support," Drummond continues. "Their support team is very responsive, and staffed with people who obviously care about helping us solve any issues we run into."

VIPRE Site Manger provides MSPs a full-featured, purpose-built solution with features like multi-tenancy, client-level reporting, rich dashboards and the ability to provision customer trials. Powered by advanced machine learning, real-time behavioral analysis and a threat intelligence network, VIPRE combines modern endpoint security with timesaving efficiencies to help MSPs keep their clients' companies up and running.

Drummond was immediately impressed by VIPRE's clear, easy-to-understand policies and configuration settings, which save D2 a significant amount of time when customizing settings for each client's specific environment. Bottom line, VIPRE's simplified administration lets MSPs quickly and easily manage PCs, deploy agents, control settings, and pull reports from a central location.

VIPRE Site Manager provides D2 with a centralized multi-tenant management portal for visibility across its entire client base. Site Manager protects at the file, application and network layer, combining multiple layers of security with network- and application-agnostic DNS protection at no additional cost.

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Drummond summarizes how VIPRE helps D2 boost its effectiveness, noting: "We've saved a significant amount of time on management tasks and policy configuration. And VIPRE's ease of use allows our entire team to better understand, utilize and support the product."

## About VIPRE

VIPRE is a leading provider of internet security solutions purpose-built to protect businesses, solution providers, and home users from costly and malicious cyber threats. Our award-winning software portfolio includes comprehensive endpoint,

VIPRE