CASE STUDY: ARC IT increase their customers' protection with a move to VIPRE





Industry

IT Support

Company Type

IT Service Provider

Solution

Email Security Cloud and Endpoint Security Cloud

Summary

IT Service Provider moves email and endpoint security services to VIPRE and sees increased protection from threats and big improvement in quality of technical support received.

Website

www.arcitsolutions.co.uk

"All our staff have trust in the services to do their job... this trust has remained consistent throughout our 3 years with VIPRE. It is extremely important for us to confidently recommend these services to our customers and to use them ourselves."

ARC IT Solutions are a Staffordshire-based IT managed service provider (MSP) specialising in IT support and services for SMBs. They have been working with VIPRE for over three years, originally signing up as an Endpoint partner but soon after they added our Email Security Cloud solution to their service offering.

Josh Shaw-Harvey, Infrastructure Manager at ARC IT talks to us about his experiences so far as a VIPRE Partner. "The key differentiator for me personally, is that your support has always been fast, reliable, and resulted in positive outcomes. This is extremely important as we often run into difficulties with the quality of support from our partners/ suppliers. Knowing that we can rely on you when we get stuck is refreshing. We always receive a response within 30 minutes or so and those responses are always helpful. I can't recall a single occasion we've contacted support and been less than happy with the outcome."

It is well known that a vendor's channel success come down to the relationships it builds with its partners, and VIPRE are very proud of our personal approach to partner support and management. From dedicated account managers to our award-winning Technical Support Team, we place emphasise on the people and relationships as much as on our top-tier technology. Commenting on how he enjoys working with the Partner Team, Josh says: "We like that you're local to us and have met many members of your team in person. We like that we get a prompt response to all queries, often providing detailed and useful information – we've always been extremely happy with the level of support we receive."

When it comes to product development, VIPRE has three key areas where we focus our attention – powerful protection, simplified administration and, unparalleled visibility and reporting across the customer and partner networks. Josh mentions how impressed he is with the simplified administration that is found in VIPRE services and the level of protection ARC have found with VIPRE Email Security Cloud: "The interfaces for both Email Security and Endpoint Security are straight-forward, you can see where VIPRE have clearly worked hard to ensure they are not overly complex like many vendors. Site Manager has always been fast, easy-to-use, and easy for us to onboard both new customers and our own technicians."

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ARC IT Solutions, Infrastructure Manager, Josh Shaw-Harvey "Email is the leading attack vector for cybercriminals. The sophistication of malicious emails knows no bounds. So how do you protect your business from this everprevalent threat? Though a comprehensive and intelligent Email Security suite that delivers protection against threats spread by email." Josh continues by mentioning some of the Email Security features that have saved ARC IT time and resource over the past few years. "The Email Replay has been immensely useful to us. We have experienced occasions that would have caused permanent loss of mail and otherwise been gut-wrenching experiences, but the use of the Email Replay functionality has turned these into trivial tasks."

A key trend in IT over the past few years has been the move to Office 365. Moving your business to the cloud makes sense, never more so than over the last 18 months. However many businesses are undertaking this big change without expert advice and support. Commenting on this trend, Josh cautions against routing emails directly to Office 365, without dedicated email security in place. "We often get customers that have no email security and route emails directly to their Office 365 tenancy, and with these cases they often run into phishing, spam, and other malicious email that would have otherwise been filtered out."

Finishing off our interview, Josh concludes "After using these services for almost 3 years, the biggest impact your services have had is all our staff have trust in the services to do their job, so we can let the services do their job without constantly micromanaging things. This trust has remained consistent throughout those 3 years, and is extremely important for us in order to confidently recommend these services to our own customers and to use them ourselves."

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, email and web security, plus threat intelligence for real-time malware analysis, delivering unmatched protection against today's most aggressive online threats. VIPRE® is a subsidiary of J2 Global, Inc. https://global.VIPRE.com

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