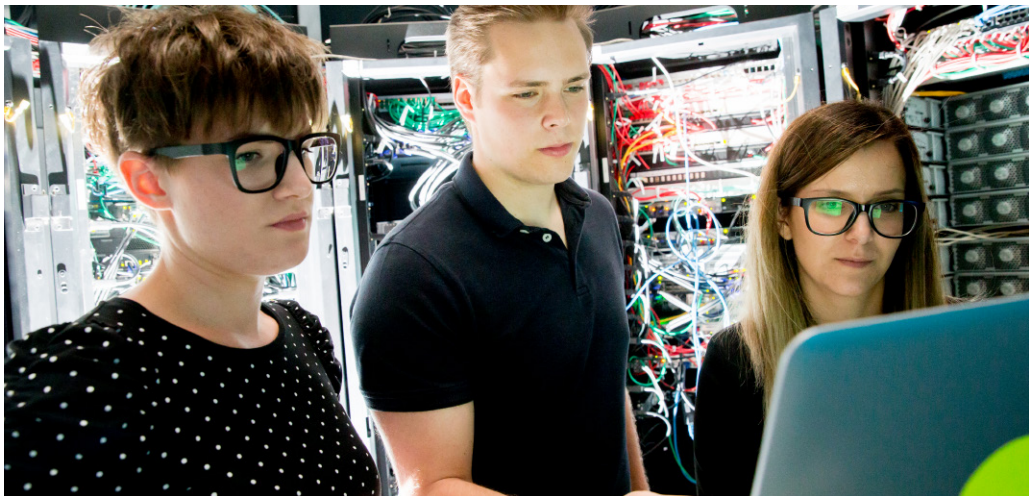
Morefield delivers custom next-gen cybersecurity to clients

Managed services provider successfully blocks ransomware and streamlines security deployment and policy administration



THE CHALLENGE

Managed services providers rightfully expect their cybersecurity solutions to provide excellent visibility into the infrastructure without affecting performance of other systems. Yet, Morefield Communications, a leading IT systems integrator, found that heavy resource consumption by its former Kaspersky security solution was slowing endpoint performance. Further, Kaspersky offered limited visibility and reporting.

Morefield evaluated various solutions and ultimately replaced Kaspersky with Bitdefender Cloud Security for Managed Service Provider (MSPs).

Daniel Hayes, Centralized Services Team Leader, Morefield Communications, explains, "Bitdefender was the clear choice because of its top ratings for high detection and low false-positive rates in independent cybersecurity tests. We also liked the excellent integration between Bitdefender and other solutions we use."

THE SOLUTION

Morefield Communications uses Bitdefender Cloud Security for MSPs to provide endpoint risk analytics, complete anti-malware and anti-virus, machine learning threat prevention, exploit defense, continuous process monitoring and network-attached defense to clients and its internal infrastructure. Bitdefender Endpoint Detection and Response (EDR) monitors endpoints for anomalies and provides early visibility into advanced attacks or indicators. Morefield also relies on Bitdefender Advanced Threat Security for tunable machine learning and cloud sandbox testing.

In addition, Morefield uses GravityZone Full-Disk Encryption to automate management of encryption keys.

Bitdefender protects more than 3,200 endpoints across 70 locations. Morefield's environments shielded by Bitdefender include Microsoft Windows and Apple workstations, along with physical and virtual servers running Linux, VMware ESXi, VMware vSphere, MySQL, Dynamics, Microsoft Active Directory, Microsoft SQL Server and Microsoft Hyper-V. Morefield also uses Bitdefender to protect client applications in Microsoft Azure cloud environments.

As a leading systems integrator in Pennsylvania, Morefield Communications is a full-service technology company, offering networking, IT support services, regulated services, IP mobile phone systems, premise protection and audio/video technology.

Industry
Managed IT Services

Headquarters
Camp Hill, Pennsylvania, USA

Employees
105 (IT staff, 70)

Results

- Responds and remediates incidents in less than an hour
- Remotely enables encryption on 70 devices in 2 ½ hours
- Integration with remote monitoring and management eliminates custom scripts
- CPU utilization rates decreased

THE RESULTS

As a managed service provider, Morefield strives to provide clients with services tailored to their requirements. Bitdefender makes that possible with ease.

"Bitdefender gives us flexibility to customize cybersecurity services for each customer, whether it be EDR or sandbox testing or encryption," states Hayes. "It's a strong differentiator for us."

Morefield's clients protected with Bitdefender have avoided ransomware attacks since the solution was deployed three years ago. Ransomware has occurred at some of the small number of clients using other solutions.

In addition, Morefield credits Bitdefender with responding and remediating incidents in less than an hour—a far quicker timeframe than before.

Hayes reflects, "We get more insights into threats with Bitdefender EDR. If a security event occurs, we see files that were renamed or deleted and what Bitdefender did to remediate. That's useful information to help us should a ransomware attack occur."

Morefield values Bitdefender's ease of use and efficiency. For example, IT spends only 2 ½ hours weekly on security administration and investigation.

"Bitdefender's plug-in to integrate with our ConnectWise remote monitoring and management system has been a big time saver," notes Hayes. "We no longer have to write custom scripts since Bitdefender has done the work for us."

Hayes continues, "With Bitdefender's central administration, we've reduced time to deploy security software at client sites from two or three days to a couple of hours. In minutes, we can enable firewalls or distribute policies to client endpoints. We're able to onboard new technicians faster because everything is in one place and where you think it should be."

Further, there are only one or two security-related trouble tickets per month on average, representing a significant reduction.

When stay-at-home orders swept the U.S. due to Covid-19, Morefield needed to add encryption to 70 workstations for employees who began working from home. Hayes and another employee working from home upgraded the workstations with encryption in 2 ½ hours. Hayes estimates the project would have taken two weeks with BitLocker encryption.

"Not only does Bitdefender make it faster and easier to manage encryption, but we no longer worry about lost recovery keys," notes Hayes.

Endpoint performance also shines with Bitdefender. CPU utilization is now only 30-40 percent even with firewall and encryption enabled.

Hayes appreciates Bitdefender's responsiveness and dedication: "Everyone at Bitdefender has been great. It's clear they want us to succeed with their product and our own business."

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— Daniel Hayes, Centralized Services Team Leader, Morefield Communications

Bitdefender Footprint
- Cloud Security for Managed Service Providers (MSPs)

IT Environment
- Microsoft Active Directory
- Microsoft Azure
- Microsoft Dynamics
- Microsoft Hyper-V
- Microsoft SQL Server
- MySQL
- VMware ESXi
- VMware vSphere

Operating Systems
- Apple (Mac)
- Linux
- Microsoft Windows

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