# Eclarity accelerates cybersecurity business growth

IT managed service provider provides clients with one-stop solution for advanced malware, EDR, and laptop encryption



## eclarity

Founded in 2000, Eclarity Solutions Ltd provides enterprise grade IT managed services to the SME market, including disaster recovery, data backup, IT security, telecommunications, and server solutions. With expertise in multi-site connectivity and system design, Eclarity's clients range in size from 5-10 to 5,000 employees.

**Industry**
IT Managed Services

**Headquarters**
Bromsgrove, England

**Results**
- Strong growth of security business

- No security-related disruption or downtime

- 75 percent less time on installation, troubleshooting, and monitoring

- Streamlined GDPR compliance

## THE CHALLENGE

Have you ever tested enterprise software that saved you and your customer time and money before you made the purchase decision? That's what happened to Eclarity, an IT managed service provider, during a test run of Bitdefender cybersecurity software at a few client sites.

At one of the customers, an accounting firm that was flat out during a busy tax season, Eclarity's prior Webroot security software discovered malware. Because Eclarity staff would have needed to spend 30-60 minutes per each of the customer's 80 computers to manually remove the malware with Webroot, Eclarity decided to see what would happen with Bitdefender on a few computers. Bitdefender automatically detected and removed the malware. Eclarity performed automated Bitdefender installation and malware removal across all 80 computers in 3-4 hours versus several days of staff time it would have taken with Webroot.

Eclarity also considered the latest solutions from Webroot and Sophos, but ultimately determined Bitdefender GravityZone Cloud MSP Security provided the optimal capabilities.

Nick Hyndman, Technical Manager, Eclarity, says, "We selected Bitdefender GravityZone Cloud MSP Security because it was easy to integrate with our remote monitoring system and simple to use. We also liked that Bitdefender provided strong anti-malware security with add-on capabilities, such as encryption and EDR, for our clients seeking protection against zero-day and fileless attacks, and other serious threats."

## THE SOLUTION

Today, Eclarity has deployed Bitdefender GravityZone Cloud MSP Security to provide customers with extensive hardening, prevention, and detection layers, along with machine learning and behavior technologies. Eclarity also offers customers options for Bitdefender Endpoint Detection & Response (EDR) and GravityZone Full-Disk Encryption.

Managing everything through the GravityZone cloud console, Eclarity uses Bitdefender to protect 2,500 client endpoints, including Microsoft Windows and Apple macOS workstations,

and Microsoft Windows and Microsoft Hyper-V servers. Eclarity also protects its own environment with Bitdefender.

Application environments protected by Bitdefender at client sites include Microsoft Exchange, Microsoft Office 365, Microsoft SharePoint, and Microsoft SQL Servers, among others.

## THE RESULTS

Since deploying Bitdefender GravityZone Cloud MSP Security two years ago, Eclarity reports zero security-related downtime or disruption at client sites.

"With the cloud console, Bitdefender provides us with a single pane of glass to manage security remotely across all of our client endpoints," explains Hyndman. "Now that so many people work from home, this remote control is especially important. By consolidating EDR and anti-malware layers into a single solution, Bitdefender saves us time with identifying the origin of a potential issue."

Dan Dugmore, Operations Manager, Eclarity, states, "Since moving to Bitdefender, we estimate we spend about 75 percent less time on installation, troubleshooting, and day-to-day monitoring. Viewing our entire environment from a single screen is fantastic."

In fact, Eclarity estimates it takes 15-20 minutes to set up policies requested by a client, link to the remote management and monitoring tool, and deploy Bitdefender across dozens or hundreds of endpoints. Managing encryption across several hundred client laptops centrally from the cloud with GravityZone also has streamlined operations while providing clients with GDPR compliance.

In addition, Eclarity values the advantages of partnering with Bitdefender, says Hyndman: "As an MSP partner, Bitdefender shares with us upcoming features and products and gives us the opportunity to evaluate some of the technologies under development. This is something we haven't experienced with other vendors. We appreciate that Bitdefender actively reaches out to us and makes us feel part of the community."

Since offering Bitdefender GravityZone Cloud MSP Security to clients, Eclarity reports a positive impact on the company's bottom line.

"All our clients have switched or are in the process of switching to Bitdefender GravityZone Cloud MSP Security since we made it available," reports Dugmore. "Not only are they attracted to the increased automation and protection but 80 percent of them have selected an add-on option, such as encryption or EDR, to provide extra peace of mind. Offering a one-stop Bitdefender solution for endpoint protection has been great for our clients and growth of our security business."

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Nick Hyndman, Technical Manager, Eclarity

**Bitdefender Footprint**
- Bitdefender GravityZone Cloud MSP Security

**IT Environment**
- Microsoft Exchange
- Microsoft Office 365
- Microsoft SharePoint
- Microsoft SQL Server

**Operating Systems**
- Apple macOS
- Microsoft Windows