

SOPHOS

Partner Program

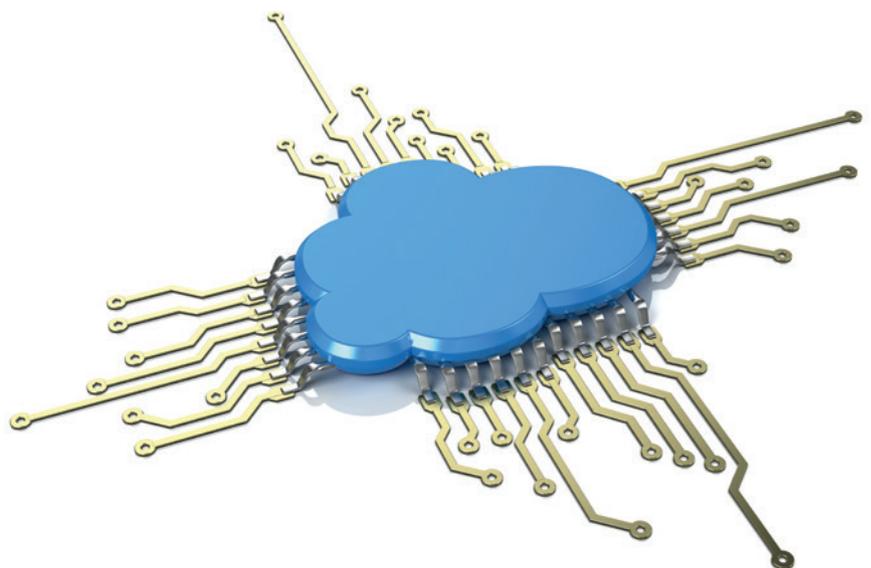
CASE STUDY

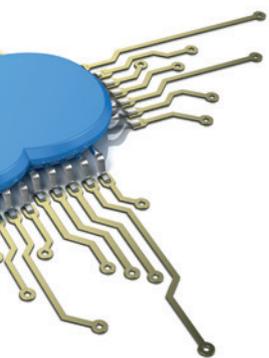
Building on strong roots as an ISP and provider of hosted PBX services, **Line Systems, Inc. (LSI)** has grown into a full-service, integrated communications provider with their own world-class, next-generation network. LSI increasingly provides end-to-end solutions to a growing customer base made up of more than 10,000 businesses of all sizes and types. To deliver a growing portfolio of secure, hosted VPN and cloud-based services, LSI is standardizing on Sophos' highly flexible and scalable UTM's.

Partner-at-a-Glance

Line Systems, Inc. (LSI)
West Chester, PA

[Sophos Partner Profile](#)
MSP - Gold





Line Systems, Inc. (LSI) offers a complete line of voice, data and cloud services that maximize productivity, improve efficiency and protect against technology obsolescence. LSI's purpose-built, next-generation network delivers applications and services that help businesses of all types communicate more effectively with employees, customers and partners. Building on its state-of-the-art network, LSI offers exceptionally responsive service; a holistic, consultative approach; and customized solutions that help customers leverage communications as a true competitive advantage.

“With Sophos, we can offer hosted VPN network security, web filtering, email, spam protection and much more—all with one vendor and 24/7 support. That opens up a whole new world of opportunities for us.”

DANIEL INGLING
IT/Engineering Manager, Line Systems, Inc.

Business goals

Line Systems provided basic firewall services through Cisco Firewall Services Modules, (FWSM) in the core network, and ASA firewall devices at the customer premise. They wanted to provide remote access VPNs for the corporate networks they were building for customers. LSI's Cisco firewalls weren't capable of supporting remote VPNs, so they sought a UTM-type solution. “We first sold a solution with a partner who used McAfee cloud-based web filtering and endpoint antivirus. But that didn't meet our customers' needs, and had a significant impact on bandwidth and network performance.”

Internally, LSI was already having excellent results with Sophos UTMs. “We thought, ‘How can we do the same thing for our customers?’ Our first thought was, ‘Let's add more rack space and stack one UTM per customer.’ Then we looked at Sophos' software-based virtualized UTM appliances, and that was the solution we were looking for.”

Using Sophos UTMs, Line Systems built a robust virtual environment that's redundant in every way. The environment even features multiple network paths and network clustered servers.

“Now,” says Ingling, “it takes us two-and-a-half minutes to get a new customer onto a Sophos hosted VPN. Running Sophos in our multitenant environment, every instance is completely unique and touches only the individual customer's network.”

Running on quality hardware, the performance and the scalability of Sophos' UTM software are excellent, Ingling notes. “We don't know when it'll be time to add more physical hardware, because even with a fair number of busy customers with large networks, we're not taxing the physical boxes we've installed on.”



Complete security in action

LSI is now moving all existing hosted firewall customers onto the Sophos platform, even if they only need basic network firewalls that don't require VPN or failover. They are replacing Cisco ASA firewalls throughout their network because the Sophos UTM makes network and cloud-based security so easy. With Sophos in place, it's quicker and easier to provision and serve customers who decide to upgrade to more comprehensive solutions later.

"Because I'm primarily technical, I want to know: Will the product's function and features do the job? Does it offer what we need in a way that's easily supported? Sophos does. To me, the single best thing about Sophos' platform is this: Whether it's a little UTM 100 that costs a few hundred dollars or a huge UTM 625, the management screen looks the same—with the same functions, applications and options. For almost every other platform that's even remotely comparable, that's not the case. This is a huge selling point, because we can train consistently, whether we're looking at a large hosted instance or a little five-person real estate office."

LSI's customers also appreciate the simplicity and power of the Sophos management interface. "Many of them have good in-house IT resources, and they're very happy about the new information they're getting about network traffic and usage. We can give them far more visibility into their own instance, even if it's only read-only. Now, when they call with a problem, they can often tell us exactly what needs to be adjusted. They might say, 'X isn't working and it looks like the NAT translation we'd expect for this address isn't there.' As opposed to, 'I'm down. Fix it!'"

Partnership that works

Ingling says the relationship LSI has built with Sophos is as strong as the technical quality of the Sophos solution.

"When we first considered becoming a Sophos reseller, Sophos' people told us we were a candidate for their Managed Services Provider program, which I hadn't known existed. That's been an amazing relationship."

"Sophos helped set us up with a distributor, offered great training and technical support, and made everything quite easy. The truth is, so far, we've had very little need for technical assistance. Even though Sophos is rolling out new features, they're pretty intuitive. But I have had a couple of situations where something unusual has come up, and Sophos' premium MSP tech support has been really good."

Would he recommend Sophos to a non-competing reseller? "I'd 100% recommend Sophos. In fact, I've already done it with a partner company I'd worked with closely several years ago at a different job. They had dealt with Checkpoint and Cisco. Now they're ready to completely move over to Sophos: They're now completely in love with this platform."

Business results

In recent years, LSI has moved from reselling network services to deploying its own end-to-end network. Increasingly, they're also taking responsibility for their customers' entire network infrastructures, including LANs and Ethernet services. Security is central to providing these complete solutions. Using Sophos' platform, it has become far easier for LSI to deploy and manage hosted security offerings that are scalable, flexible and easy to manage.

With Sophos UTMs in place, our salespeople can ask a lot more questions during initial discovery. These are questions they wouldn't have asked before. And often, they lead to attractive solutions. "One new prospect told us, 'I didn't know you offered hosted security at such a high level.'"

"More customers want a service provider that can provide as many products as possible, and support it all through one phone call. Whether it's changing a circuit or setting firewall rules. Now, when it comes to security, we can say 'we handle that.' And it's definitely opening more doors for us. Once customers know we have these new features and capabilities, they usually want us to handle those additional services for them."

The future with Sophos

"We're at a real transition point right now," says Ingling. "We're finishing several projects that were sold before we signed up with Sophos. In some cases, after we made the sale, we saw customer requirements where Sophos was the best and only fit. Now that our sales team has had some Sophos training, we can be more proactive about identifying new sales opportunities around the Sophos technologies. I see us ultimately offering a whole new branded set of 'LSI security cloud' services."

In addition, says Ingling, Hurricane Sandy and other recent weather events have led many LSI customers to request enterprise-style redundancy for voice, PBX and data services. "Even small shops are asking: 'Can you help us use dedicated bandwidth, Verizon FIOS or cable connections together, with failover in either direction?' Sophos already has a great built-in set of options for configuring redundancy. We've been using these capabilities internally, in our own network—and I know your 9.1 upgrade will take this to a whole new level."

Learn more about the
Sophos Partner Program.

Visit www.sophos.com/partners

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