Sophos Integrated Solutions Help UK MSP Stand Out from the Rest

Riverlite help their customer achieve “IT excellence through understanding” and it’s this ‘customer first’ philosophy that has been at the heart of their business since they were established in 2008. Riverlite provide a suite of managed services. A Sophos partner since 2012, Riverlite’s staff of 25 technical experts help clients from diverse industries—defense, education, not-for-profit, retail, financial services, manufacturing, and automotive—offload IT and security management so they can focus on their core businesses.

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Principal Consultant, Riverlite

Partner-at-a-Glance

Riverlite are a UK-based managed service provider (MSP) headquartered in St. Neots, Cambridgeshire.

Industry
Managed Service Provider

Number of Staff
Small to medium-size clients with 25 to 10,000 users

Business Challenges
• Provide customers with guidance on cutting-edge security solutions for their business
• Help customers proactively defend against ransomware and advanced threats
• Keep client cloud deployments secure and free from disruption
• Prevent users from accessing online content that is inappropriate or that negatively impacts productivity
• Find ideal ways to simplify and streamline internal management processes

Sophos Solutions
Sophos Central Endpoint Advanced
Sophos Intercept X
Sophos Intercept X Advanced for Server
Sophos Central Device Encryption
Sophos Phish Threat
Sophos XG Firewall
Sophos Synchronized Security
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Typically, clients either lack the luxury of IT resources or have a small staff of IT generalists. These clients look to Riverlite for everything from a complete outsourced managed IT solution to hosted cloud solutions, to a full suite of security solutions and professional services.

As a thriving MSP, Riverlite believes that security is essential to creating positive outcomes for their clients and has come to rely on Sophos to provide comprehensive coverage across endpoints, the network, and the cloud. For Simon Barnes, principal consultant at Riverlite, “Security is a lot like an insurance policy. You may not see the value until you actually need it.”

A large portion of Riverlite’s business derives from transitioning organisations to the cloud. Riverlite has its own private cloud platform and includes Sophos licenses as part of the service. For some customers, he says, “The cloud can be a vague and scary beast, and Sophos security solutions help us dispel those concerns.” In a highly competitive field, the inclusion of Sophos in Riverlite’s solution portfolio has proven to be a real competitive advantage, giving customers peace of mind during such a major undertaking.

Barnes was first introduced to Sophos through a previous employer and has always heard only positive feedback from both customers and colleagues. At Riverlite, making the commitment to become a Sophos partner was “an easy choice.” Barnes describes the engagement with Sophos as “a stress-free relationship, with excellent support on both the account management side and technical support side.”

Riverlite began its journey with Sophos by promoting endpoint technology to its customers. After a workshop with their local Sophos team, Barnes and his team learned that they could broaden Riverlite’s portfolio and provide additional value to their customers. Riverlite’s extensive security offerings now include Sophos Central Advanced, Sophos Intercept X, Sophos Intercept X Advanced for Server, Sophos Central Device Encryption, Sophos Phish Threat, and XG Firewall.

Sophos Central Advanced has given Riverlite the opportunity to provide its clients with a solid endpoint security foundation and the ability to easily add other options, such as Sophos Intercept X, server protection, and device encryption. With its intuitive, simple-to-use cloud-based, centralised management console, Sophos Central Advanced makes it easy for clients to renew product subscriptions or add new ones.
Barnes and his team also take full advantage of the partner management console, which gives them the ability to manage all their clients and their products through a single, intuitive interface. The Partner Dashboard simplifies day-to-day client management tasks, and the interface makes it easy to deploy and manage new security services. “At renewal time, we can manage all our contracts from one location. The Sophos Central Advanced Partner Dashboard makes it 100 times easier than ever before,” remarks Barnes.

In the UK, ransomware has garnered a great deal of national attention. After seeing substantial news coverage regarding companies who were victims of the notorious WannaCry global ransomware attack, Riverlite knew it was imperative to prepare their clients accordingly. With Sophos Intercept X in Riverlite’s roster of products, Barnes now has an effective answer for concerns voiced by clients about ransomware.

“Most of the people we deal with either have experienced ransomware or know someone who has been the target of an attack. We educate our clients and let them know that, without adequate protection and current backups, there’s no ideal way to recover and retrieve their valuable data,” explains Barnes. “When we talk about Sophos Intercept X to clients, we point to the insurance policy metaphor. The one time you need it, it pays for itself tenfold.”

Sophos Intercept X provides comprehensive endpoint protection against never-seen-before malware and ransomware by combining multiple layers of security: deep learning - a powerful form of machine learning, anti-exploit technology, anti-ransomware, and root cause analysis. The product’s innovative deep learning technology has received some of the highest performance scores ever seen in third-party testing.

Convinced of the effectiveness and value of Sophos Intercept X, many of Riverlite’s clients are now asking that the solution be included in proposals prepared by the sales team. Riverlite has deployed Sophos Intercept X internally on their own privileged network to ensure that their customers’ applications and data are well defended. Riverlite has also had several successful customer deployments. “After deploying Sophos Intercept X for our clients, ransomware issues haven’t come up at all. Our clients are happy because they now have the best possible protection against ransomware and other advanced attacks,” points out Barnes.

Barnes and his team also make sure that customers who sign up for their managed cloud services have Sophos security on their servers. The need for server protection exists in establishments of all sizes and servers are critical to the infrastructure of any organisation. Sophos Intercept X Advanced for Server combines signatureless exploit prevention, deep learning malware detection, and advanced ransomware protection, delivering unparalleled defense against known and unknown threats.
“Sophos understands that servers need their own set of security criteria, like the lockdown feature in the current server solution, and the new ability to discover cloud workloads. Our clients require us to keep cloud deployments secure and free from disruption;” adds Barnes. “Having assets in the cloud or migrating and using public clouds can be daunting to any business. It’s important to have the right security in place to protect these ‘invisible’ servers, which are easily forgotten from an overall security strategy. This type of exposure weakens a company’s security posture. If any unprotected server is attacked it can wreak havoc on an entire business. We’re looking forward to upgrading and adding Intercept X Advanced for Server to our security portfolio.”

To raise security awareness among end users and to further strengthen customers’ defenses, Riverlite offers Sophos Phish Threat. With 66% of malware installed via malicious email attachments, Barnes believes it’s crucial to train users to identify and avoid socially engineered phishing threats. Sophos Phish Threat provides an advanced simulation and training platform designed to reduce an organisation’s largest attack surface – end users. “Ensuring our clients are educated and trained is key. Often a user is only trying to do their job, not attempting to do harm. Phish Threat allows us to train users simply so they are more informed going forward,” details Barnes. Phish Threat’s challenging phishing campaigns are available in a just few clicks, along with automated reporting and training results to track security health and ROI.

Preventing data loss is another priority for Riverlite and their diverse client base. Being able to intelligently protect crucial data and guard against accidental data loss, especially while using the cloud, is paramount for Barnes and his team. “A straight-forward way to establish policies and effortless management is what we were looking for when it came to encryption in the cloud – which is what we found in Sophos. Sophos Central Device Encryption is in a class by itself. We know that deploying Sophos encryption to our clients allows for truly secure content collaboration,” states Barnes.

The next big thing on Riverlite’s priority list is replacing its current firewall products with Sophos XG Firewall and Sophos Synchronized Security. With insights into applications, users, and risks, along with extensive on-box reporting, Sophos XG Firewall identifies threats before they become a problem—even unknown threats. When incidents arise, Sophos Firewall XG can automatically limit user access to other network resources. This is made possible through Sophos Security Heartbeat™, which shares threat intelligence and health status among Sophos-protected endpoints and the firewall. Sophos Synchronized Security instantly identifies and automatically isolates compromised systems, providing faster response and remediation. The web filtering capabilities of Sophos XG Firewall are also attractive to customers who want to improve employee productivity by monitoring or restricting certain online activity that might prove distracting.

“Firewall is more important now than ever. Going forward, we will specify the Sophos Firewall XG and Sophos Synchronized Security solution for all our customers. Once they see the value of integrating endpoint security with the firewall via Synchronized Security, they’ll be as excited about these solutions as we are,” shares Barnes.

“What you can do with Sophos Synchronized Security is monumental. Sophos Synchronized Security will show our customers that Riverlite is always looking for cutting-edge technology, moreover technology that is proven,” concludes Barnes.