

CASE STUDY

CDN Partners, a comprehensive IT services provider for small and medium-sized businesses, has adopted Sophos Cloud to provide cost-effective and easy-to-use, yet highly effective antivirus protection for its clients.



computer data networks

Partner-at-a-Glance

CDN Partners

Lakeland, FL

Industry

Technology Consulting

Sophos Solutions

Sophos Cloud

Sophos UTM





Founded in 1992, CDN Partners provides IT services and solutions to small and medium-sized businesses. With clients ranging from smaller medical, dental, and legal practices to 300-employee operations in a range of industries, CDN is well-equipped to deliver any level of service a client requires — from simple “break-fix” support all the way to fully outsourced IT and a newly launched menu of managed services. CDN is located in Lakeland, FL, but also services clients in Fort Lauderdale, FL and Denver, CO with a client in Philadelphia, PA coming on board in the near future.

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STEPHEN WEBER
Partner and Network Manager
CDN

Business Opportunity

A large percentage of CDN’s customer base consists of smaller companies, many of whom do not have an in-house IT resource. As a top reseller of Sophos, CDN continually deploys and manages Sophos network security including firewall, secure Wi-Fi, VPN, Web, and email protection for clients, regardless of size.

“Network security is extremely important to our smaller clients because often the client’s in-house resource is a person that wears many hats and simply doesn’t have the time to manage security,” says Stephen Weber, partner and network manager, CDN. “With Sophos UTM, we’re able to remove the security burden while at the same time offering our clients peace of mind that their networks have comprehensive protection.”

Until recently, CDN had been using Panda Antivirus to secure clients’ computers. “Lately, Panda’s performance has not been meeting our expectations,” explains Weber. “We’ve found that it is not very effective at blocking malware such as adware, Trojan viruses, and spyware. As we started beta-testing Sophos UTM Endpoint and then Sophos Cloud, we could see that the level of protection against malware and viruses far exceeded that of the other endpoint protection vendors.”

Unlike competing products where web security is separate from the core anti-virus engine, Sophos Cloud recognizes that 90% of infections can come from the web. With web security built-in to the core endpoint protection agent, Sophos Cloud automatically blocks access to malicious or infected websites. Additionally, this solution can also effectively block exploit codes in Java script, PDF files, and flash objects. With live protection and integrated host intrusion prevention (HIPS) Sophos Cloud is extremely successful in protecting users from zero-day malware. All of this translates to significant value to CDN. As a result, CDN can deliver these benefits directly to clients running Sophos Cloud.



Technology Solutions

As a result of its success with the Sophos Cloud beta program, CDN Partners has launched a project to migrate all clients currently running Panda Antivirus to Sophos Cloud. With Sophos Cloud, CDN is able to leverage cloud-based management to provide a comprehensive and highly proficient security service for its clients.

"Our clients trust us to seek out and recommend the best-possible software solutions for their businesses, so they know that migrating to Sophos Cloud was the right decision," Weber acknowledges.



Business Result: Centralized, Cloud-Based Security Management

Sophos Cloud has brought powerful new efficiencies to the CDN outsourced operation, with a centralized management console in the cloud that enables personnel to view clients' protection status from anywhere and at any time. "With the management console, on-boarding and configuration of new clients is fast and easy, and monitoring is instant and intuitive," Weber explains. "At a glance, we can view a client's protection status and resolve any issues without having to be physically present at their site."

For the small percentage of CDN's clients that prefer to share basic administration tasks, the Sophos Cloud console is equally approachable and easy to use. But for most of CDN's small business clients, security management is completely transparent and carefree. "Sophos Cloud is especially valuable for small businesses because it removes the burden of managing users, downloading virus definitions, and other details involved in a typical antivirus deployment," Weber remarks. "Sophos Cloud is ideal for the majority of our clients because they never have to touch it."

Sophos Cloud delivers solid operational benefits and savings to CDN's clients as well. "Endpoint management in the cloud is a huge plus for our clients. It allows them to free up precious server resources for other application processes. Most small to medium businesses do not have the IT infrastructure to provide dedicated resources to run and manage anti-virus management servers. With Sophos Cloud, our clients can take advantage of 'the cloud', which allows them to focus on their business instead of managing additional IT resources," Weber adds.

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Partner and Network Manager
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The powerful combination of Sophos UTM and Sophos Cloud is an ideal foundation for CDN's new managed service offering to provide antivirus software-as-a-service in the cloud. Soon, with Sophos' upcoming integration of active directory synchronization, CDN will begin to migrate its largest clients to Sophos Cloud. “The combination of Sophos UTM and Sophos Cloud enables us to offer a security solution that's tailored to each client's individual requirements,” Weber notes. “The clients that use Sophos UTM have found that it's extremely effective and easy to manage, and Sophos Cloud provides a powerful and integrated extension. Plus, the functionality can be expanded over time as our clients grow and their business requirements change. For us, Sophos Cloud is a cost-effective solution for growing businesses.”

At the end of the day, it's important to provide all clients with the most comprehensive security products. “With its vision of building a complete IT security platform in the cloud, Sophos is the ideal partner for us to expand our security offerings,” concludes Weber, “We appreciate the ongoing commitment of Sophos management and the product management team's willingness to incorporate our suggestions.”

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Get a free trial or learn more
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United Kingdom and Worldwide Sales
Tel: +44 (0)8447 671131
Email: sales@sophos.com

North American Sales
Toll Free: 1-866-866-2802
Email: nasales@sophos.com

Australia and New Zealand Sales
Tel: +61 2 9409 9100
Email: sales@sophos.com.au

Asia Sales
Tel: +65 62244168
Email: salesasia@sophos.com