TeamLogic IT Turns to Sophos to Expand Its Security Footprint, Promote Its Trusted Advisor Image.

With 165 franchises across the US, TeamLogic IT offers managed IT services and solutions and acts as a trusted advisor to thousands of businesses. In the area of managed cybersecurity services, the franchises provide assessments to evaluate vulnerability, training on best practices and policies, fully staffed network operations centers (NOCs) and security operations centers (SOCs), and recovery and response services. The TeamLogic IT franchise in Northwest Valley, AZ became a Sophos MSP Connect partner after experiencing product performance, reliability, and support issues with several other security vendors.

Partner-at-a-Glance

TeamLogic IT
Northwest Valley, Arizona
Website
www.teamlogicit.com

Number of Users
160 monthly clients and 3,200 machines needing information security

Sophos Solutions
Sophos Central Endpoint Protection Advanced
Sophos Intercept X
Sophos Central Device Encryption
Sophos XG Firewall
Sophos SG UTM
**IT Security Made Simpler Through Managed Services**

Reduce IT management overhead

**Why Sophos MSP Connect?**

TeamLogic IT in Northwest Valley, owned and operated by Rob Fallows, serves the IT and security needs of companies in multiple sectors across the entire state, from not-for-profit organizations to healthcare. Typically, most customers have approximately 60 employees and several servers. The franchise decided to evaluate Sophos after experiencing significant product failure rates with their previous firewall units and the lack of adequate support from another provider. Following a rigorous internal product onboarding process led by their solutions architect, Fallows made the decision to add Sophos SG UTM and XG Firewall to their portfolio, with about 70% of their client base now running the firewall solution.

“It made sense for us to move to Sophos. We elevated our technology offering and have gained a supportive partnership with a vendor that’s 100% committed to the channel. We’ve seen XG Firewall respond automatically to incidents and completely block unknown threats. It’s unlike anything we used before. In switching to Sophos, we now have a partner who is easy to work with, and who undoubtedly provides us a world-class product set,” explains Fallows.

Shortly after, TeamLogic IT found that customers were having issues with their previous antivirus products, so the managed service provider adopted Sophos Central Endpoint Protection Advanced as an alternative. Furthermore, several customers were repeatedly hit with cryptocurrency ransomware attacks, which were disruptive to both customers and TeamLogic IT’s own technical staff, who frequently had to drop what they were working on and engage immediately in cleanup. As result of ransomware, a battered women’s shelter experienced multiple disruptions of their vital services, and another client who frequently traveled to Asia suffered from loss of productivity. Fallows was also concerned that lack of proper backup procedures on the part of clients could create potential liability issues. It made sense for TeamLogic IT to include Sophos Intercept X and Sophos Central Device Encryption to their portfolio.

“Sophos Central Endpoint Protection Advanced has proven itself to be better than any other vendor’s endpoint security platform,” states Fallows.

Currently, Fallows and team are experiencing the benefits of Synchronized Security after seeing the advantages of implementing XG Firewall and Central Endpoint Protection for their clients. Sophos Synchronized Security is an advanced technology that enables two-way communication among endpoints and the network to share threat intelligence and accelerate incident response and remediation.

“We are definitely ready for what’s next when it comes to advanced threats,” adds Fallows.

**Benefits of Working With Sophos**

- **Greater profitability:** According to Fallows, one of the great values of working with Sophos is elevated security awareness and knowledge for his staff and the company as a whole. “Sophos security tools allow me and my team to do our jobs effectively and efficiently,” adds Fallows. Sophos has helped TeamLogic IT hone in on its customers’ immediate needs and provide the right solutions that can be easily be adapted and scaled to growing organizations.

- **Greater productivity:** By becoming a Sophos MSP Connect Partner, TeamLogic IT has expanded its solutions portfolio and has improved the efficiency and effectiveness of its in-house operations. The technical staff no longer gets bogged down by security and support issues and can now spend time on more strategic projects. “Now that we have Sophos, we can focus on being productive, growing our business, and moving our clients forward. We are definitely happy about that,” Fallows observes. Additionally, Fallows indicates that responsive and valuable Sophos support has also contributed greatly to his team’s productivity, in contrast to hit-or-miss support from previous vendors.

- **Greater efficiency:** For TeamLogic IT, one of the major benefits of Sophos Central Endpoint Protection Advanced is the ability to get a client started with core antivirus security and then, as their needs evolve, fortify their endpoint protection with encryption, powerful ransomware defense, and web filtering for clients that like to track online user activity. The adoption of Sophos endpoint solutions, Fallows relates, is “a beautiful success story.” As an example, many clients that had previously experienced multiple ransomware attacks within the course of a year now operate without disruption and enjoy greater peace of mind. Moreover, through the web-based Sophos Central management console, the internal TeamLogic IT team can coordinate with customer system administrators and provide them with a view into only their particular company’s dashboard so that they can be made aware of browsing activities and gain insights into their overall security posture.

**Future Plans**

Near term, Fallows sees a big opportunity to present his clients with Sophos Phish Threat, which provides phishing simulations and training to raise user awareness and help them avoid becoming ensnared by socially engineered email attacks. The realistic simulations and detailed reporting will help TeamLogic IT’s customers “protect themselves from their own employees,” as Fallows puts it. Education, Fallows notes, is the first level of defense for any organization, and TeamLogic IT is looking forward to driving that initiative to its customer base.

“Transitioning to Sophos improved our business, but more importantly, it improved the lives of our customers,” concludes Fallows.
“As a Sophos partner, we can focus on client productivity and being more proactive. We are excited about growing our business, and moving our clients forward.”

Rob Fallows
Owner
TeamLogic IT, Northwest Valley, Arizona

30% of employees do not think their company is vulnerable to attack, yet 70% are responsible for opening the doors and letting attackers in.

To learn more about Sophos MSP Connect and to join the program, visit www.sophos.com/msp