



## Sophos Supports TeamLogic IT's Strategic Role as Trusted Advisor With Integrated Security

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.

### Partner-at-a-Glance

**TeamLogic IT**  
Woburn, Massachusetts  
**Website**  
[www.teamlogicit.com](http://www.teamlogicit.com)

**Number of Users**  
National franchise  
with 165 locations

**Sophos Solutions**  
Sophos Central Endpoint  
Protection Advanced  
Sophos Intercept X  
Sophos Central Device Encryption  
Sophos Mobile  
Sophos XG Firewall

# IT Security Made Simpler Through Managed Services

## Transforming IT Security

### Serving as a trusted partner

The TeamLogic IT franchise in Woburn, Massachusetts not only provides traditional help desk and onsite technical support; it also takes on a strategic, consultative role with its customers, guiding them toward the solutions that are right for them. TeamLogic IT serves companies across multiple sectors, typically with 25 to 100 employees.

In today's dynamic and continually evolving threat landscape, TeamLogic IT understands that even non-regulated industries are concerned about risk to their valuable business data and assets. This managed service provider takes a proactive approach to addressing current customer needs and anticipating future requirements, relying on carefully vetted, forward-thinking, and proven technology.

### Advanced security with Sophos technology

With multiple Sophos solutions in its portfolio, from Sophos XG Firewall to Sophos Central Endpoint to Sophos Mobile, TeamLogic IT offers its customers a menu of layered solutions that add up to comprehensive security with across-the-board coverage, a single, centralized management platform, and consistent performance. Because TeamLogic IT has standardized on Sophos, customers have greater confidence in their trusted partner's ability to quickly and efficiently respond to their changing requirements.

With ransomware and other advanced threats in the headlines, organizations of all sizes are becoming aware that the stakes are higher and know their business intelligence is on the line. Traditional antivirus is no longer sufficient. Sophos Intercept X has become an essential component of TeamLogic IT's core endpoint security offering, Sophos Central. Leveraging multiple innovative techniques, including deep learning and anti-exploit technology, Sophos Intercept X detects and stops ransomware and advanced attacks in their tracks.

Sophos Central Endpoint Protection Advanced provides TeamLogic IT's technical staff with a centralized endpoint security management console that makes it easy to deploy upgrades and add-ons, such as Sophos Mobile, Sophos Central Device Encryption, and Sophos Intercept X. TeamLogic IT's staff spends less time juggling multiple management tools and more time addressing customer concerns on a strategic level.

## Elevated Protection

In business for 11 years, TeamLogic IT has seen the role of managed service providers evolve from the help desk and onsite technical support to trusted advisor. Part of the reason for this is that customers are becoming more educated about threats and have been proactively seeking security.

*"Security is now something that people want to discuss and address, and what people truly want is a trusted partner who will act on the company's behalf and not just be a vendor. I call it 'a sustained partnership,' as opposed to 'vendorship.' Anyone can fix a drive or install antivirus but we take the extra steps. We do right by our customers by providing them with solutions that are tailored to their needs,"* explains Andy Hackett, owner of the Massachusetts franchise.

Always striving to provide customers with IT and security solutions that align with their business requirements, TeamLogic IT is selective about the partners it chooses to work with and looks for partners that share its own business principles and strategies. For TeamLogic IT, it's less about selling and more about creating value for their customers.

Sophos became TeamLogic IT's go-to security partner at a time when ransomware attacks were on the rise. It became apparent that the antivirus solution offered by their previous vendor was no longer sufficient, and it was time to investigate other endpoint security options. TeamLogic IT started the evaluation process by using Sophos Central Endpoint Protection and Sophos Intercept X internally and was won over by the powerful capabilities of oth solutions.

*"We were looking for an uncomplicated way to manage all of our customers, and we wanted to find a partner that offered an integrated approach security so that we could add on products, depending on what our customers needed. Protection against advanced threats and ransomware was high on our list, as was encryption, enterprise mobility management, and mobile device management. Sophos had it all. And being able to have all those under one umbrella was something we were very excited about. Sophos fulfilled our requirements perfectly,"* adds Nick Beardsley, chief solutions architect.

In addition to Sophos endpoint security solutions, TeamLogic IT also carries award-winning next-generation Sophos XG Firewall, which provides unprecedented visibility into hidden risks, includes a full suite of advanced technologies to defend against unknown threats, and enables automatic response to incidents. To date, TeamLogic has migrated nearly 100 of its customers to Sophos in a short period of time.

TeamLogic IT's technical staff finds it easy to manage all their customers and their Sophos solutions from the single pane of glass provided by the Sophos Central console. They are no longer required to learn and manage disparate consoles from multiple vendors. Sophos Central's single, intuitive management platform allows the team to complete deployments of add-on products more efficiently, respond to alerts swiftly, manage licenses, and track upcoming renewals. Streamlining security management means the technical staff can spend more time on strategic customer projects.

To illustrate how TeamLogic IT was able to gain customer confidence as a result of Sophos, Beardsley relates a story about his biggest customer, who had potentially unwanted programs popping up on several endpoints. Sophos Intercept X discovered that an unused Outlook plug-in was feeding personal information to ad-generating malware.

The TeamLogic IT team acted immediately and showed the customer the drill-down view of exactly what had occurred through root cause analysis.

*"The best feeling in the world,"* remarks Beardsley, *"is the first time you show a customer the visual representation through Sophos Intercept X of what was going on during an incident. Customers appreciate the transparency. And we are elated to step in and assist."*

Scenarios like these reinforce how critical strong partner relationships are to TeamLogic IT's success.

*"Our brand is dependent on our partners. If we put in a product that's detrimental to the client, it can cost us the relationship. We are extremely careful and pragmatic about whom we partner with and what solutions we provide. Having a reliable and consistent relationship with Sophos has been great for us because they are a company who stands behind their solutions,"* affirms Hackett.

## Continued Innovation

In its role of trusted advisor, TeamLogic IT understands the importance of staying up to date on the latest threats and available security technologies to ensure customers more resilient.

For example, Sophos XG Firewall and Sophos Central Endpoint Protection Advanced are already part of the company's portfolio. As a result, TeamLogic IT has been actively engaged in showing customers how the two can work in complementary fashion through Sophos Synchronized Security, where endpoints and firewalls can communicate with each other and coordinate their defenses against complex attacks. TeamLogic IT sees this as an excellent opportunity to further fortify their customers' defenses, providing better visibility to threats and improving incident response.

*"With Sophos, we see that our customers are receiving innovative and forward-thinking technology, and we are gaining an ideal partner in the process,"* concludes Hackett.

***"We were looking for an uncomplicated way to manage all of our customers, and we wanted to find a partner that offered an integrated approach security. Sophos had it all."***

Nick Beardsley  
Chief Solutions Architect  
TeamLogic IT

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Andy Hackett  
Owner  
TeamLogic IT, Massachusetts

To learn more about Sophos MSP Connect and join the program visit [www.sophos.com/msp](http://www.sophos.com/msp)

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