Sophos MSP Connect delivers greater efficiency and zero ransomware to RODIN and its customers

RODIN is an Australian managed service provider (MSP), primarily dealing with small to medium-sized businesses (SMBs), ranging from 20 to 200 seats. Since it was established in 1993, the organisation has proven itself as a provider of effective security and best practices to all its customers, regardless of their size.

A key challenge for RODIN’s customers is a lack of IT and security resources. None of its customers have in-house security specialists, and only a few have a dedicated IT resource. As such, they turn to RODIN for support and guidance, valuing the team’s opinion when it comes to IT security and the evolving threat landscape.

Partner-at-a-Glance

RODIN
Australia
Website
www.rodin.com.au

Number of Users
23 full-time employees
160 total monthly clients, with 130 fully serviced

Sophos Solutions
Intercept X Endpoint
Intercept X for Server
XG Firewall
Secure Email Gateway
Sophos Central Device Encryption
“Nearly half of Australian businesses were targeted by ransomware attacks in 2017,” said Aaron Jacobs, RODIN’s general manager. “If you’re a business owner and don’t have a background in IT security, then it’s not likely you’re aware of how prevalent ransomware is. Without this understanding, you’re going to question the value in security solutions that protect your IT infrastructure – anyone from the industry will tell you how wrong you are.”

The move to Sophos MSP Connect

Prior to joining the Sophos MSP Connect program, RODIN had worked with traditional security vendors and wanted to increase its capabilities while improving overall customer satisfaction.

In April 2013, RODIN began working with Sophos, utilising its endpoint protection as well as web and email filtering solutions. The team found Sophos was able to seamlessly bring multiple technologies together, allowing the MSP’s team to get what it wanted from a single vendor. In addition, the security vendor’s commitment and alignment to the channel meant RODIN had confidence they would work well together from both a technology and culture perspective.

“The great thing about working with Sophos is the product does what marketing says it should,” said Jacobs. “Their team listens to what we have to say and implements our feedback as much as possible, helping to continuously improve its products.”

Partner perspective

Today, RODIN continues to work with Sophos using the MSP Flex program. The organisation now has 95% usage, which equates to approximately 1,000 endpoints migrated in the last 12 months. Sophos’ Synchronised App Control and root cause analysis (RCA) capabilities empower the team and deliver best practice techniques to clients.

Jacobs explained: “Before RCA, we used other methods to identify where the file came from, but it wasn’t easy – and often not perfect. With RCA, we have a visual log that shows the entry point of a file alongside the applications and processes launched. This demonstrates the value of visibility, which has become essential to us as an MSP and is very reassuring to our customers and satisfying to the team.”

Jacobs continued: “Sophos is ahead of the curve with Synchronized Security, which has been worked on for a few years now. We have seen significant drops in the amount of threats being felt by our customers and feel extremely comfortable with the latest solutions; we are confident knowing that our customers are protected, no matter what threats emerge.”

Benefits of working with Sophos

Greater efficiency

By becoming a Sophos MSP Connect Partner, RODIN’s team has streamlinned day-to-day operations and improved overall efficiency. Since the introduction of Intercept X, RODIN’s support time has dropped significantly as the product has eliminated ransomware infections.

Increased security

After working with Intercept X for two years, RODIN has seen zero ransomware infections across any customer that is running the Intercept X product on endpoints and the server equivalents, providing peace of mind to customers that they are safe and protected.

Ease of use

RODIN uses the Sophos Central platform, which Jacobs said is simple and easy to use. Once the customer agrees to sign on, there aren’t any additional complexities involving licensing or purchase orders – which also improves customer satisfaction. Thanks to the automation capabilities, RODIN is also able to cross-reference and cross-sell as well as identify where the opportunities are.
Future Plans

Moving forward, RODIN is looking to expand the use of Sophos products specifically across wireless, encryption and education. In the coming year, RODIN is looking to migrate a further 600 endpoints to Sophos, and is aiming for 15% market growth.

‘Price, technology, and ease of use are all factors that we take into consideration when evaluating a vendor, and we felt that Sophos excels in all these areas.’

Tim Foley
Director of Information Security
Dataprise

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• Rodin