Bitdefender®

CASE STUDY

Campai Accelerates Cybersecurity Journey

Managed service provider generates new revenue streams, aligns customers with security benchmarks, and improves endpoint configuration safety

The Challenge

Campai BV, a managed service provider (MSP), grew concerned that ransomware attempts worldwide were increasing while the attack surface across enterprise environments was becoming larger. Further, Campai determined the need to expand its security vectors from endpoint protection to also include configuration safety and user security awareness.

With its current solution lacking advanced endpoint detection and response (EDR) capabilities, Campai evaluated several alternative cybersecurity solutions and decided that Bitdefender GravityZone Cloud MSP Security aligned best with its technical and strategic requirements.

Diederik Twickler, CEO, Campai, says, "We chose Bitdefender as our endpoint protection partner because they offer a full range of EDR, XDR, and MDR technologies. Bitdefender's modular approach aligned with our philosophy of supporting our customers on a journey to adopt more advanced cybersecurity levels as threats evolve."

"GravityZone was MSP friendly since it offered an easy-to-use cloud console to centrally manage thousands of endpoints across our customer base as opposed to on a per-tenant, per-customer basis. We were also impressed with Bitdefender's risk management capabilities since they helped us ensure our customers' configurations complied with security standards."

Co campai

Campai BV is a managed service provider focused on small-to-medium sized businesses. Campai's offerings include cybersecurity, business continuity, outsourced IT management, work from home solutions, GDPR compliance, and cloud management.

Industry
IT Managed Services

Headquarters
Zoetermeer, Netherlands

Bitdefender Footprint
→ GravityZone Cloud MSP Security
→ GravityZone Advanced Threat Security
→ GravityZone Endpoint Detection and Response
→ Managed Detection and Response Foundations
→ XDR Identity Sensors

IT Environment
→ Autodesk Revit
→ Microsoft Azure Cloud Services
→ Microsoft Azure Virtual Desktop
→ Microsoft Hyper-V
→ Microsoft Office 365
→ VMware ESXi

The Solution

Campai standardized on Bitdefender GravityZone Cloud MSP Security as its endpoint security solution to provide clients with extensive hardening, prevention, and detection layers. GravityZone also incorporates tunable machine learning, advanced anti-exploit, risk management and analytics, and content and device control.

For customers requiring additional security layers, Campai offers Bitdefender Advanced Threat Security (ATS) and Bitdefender Endpoint Detection and Response (EDR) modules. In addition, Campai provides Bitdefender Managed Detection and Response (MDR) Foundations to deliver 24x7 monitoring and response, as well as expert, human-led targeted and risk-based threat hunting.

Customers have the option to select Bitdefender XDR Identity Sensors for extended detection of suspicious authentications for application, database, DevOps, and cloud environments, among other critical resources.

In addition, Campai uses GravityZone to protect more than 3,500 workstations and servers running macOS and Microsoft Windows. Applications and operating systems running on GravityZone-protected endpoints include Autodesk Revit, Microsoft Azure Cloud Services, Microsoft Azure Virtual Desktop, Microsoft Hyper-V, Microsoft 365, and VMware ESX.

The Results

Since partnering with Bitdefender, Campai has expanded cybersecurity protection across multiple layers within customers' enterprises.

"By using GravityZone risk management, we're able to verify that our endpoint configurations are secure and consistent with our policies more quickly and effectively than previously," says Twickler. "We use GravityZone to assess and report on customers' compliance with security best practices, such as NIST Cybersecurity Framework and CIS Critical Security Controls. Aligning our customers with these benchmarks is part of our role in helping them on their cybersecurity journey."

In addition, tight integration between GravityZone and Datto Remote Monitoring and Management (RMM) has enabled Campai to deploy hundreds of endpoints in minutes. Campai also is capturing significantly more events while blocking any ransomware intrusions.

For customers requiring high protection levels, Campai now can offer MDR capability with Bitdefender's security operations center (SOC), according to Twickler: "Combining Bitdefender EDR and XDR Sensors with MDR Foundations gives our customers access to a 24x7 SOC that is staffed with Bitdefender experts who can investigate suspicious activity. Building and staffing a brand-new SOC on our own would have been cost prohibitive."

Twickler also highlights the advantages of the Bitdefender partnership: "We've had a very positive experience with the Bitdefender team and the local distributor. We appreciate that our IT team can speak directly to Bitdefender support engineers when needed."

"Our Bitdefender partnership has enhanced our overall security posture," Twickler continues. "By offering MDR, XDR, and EDR, we have elevated the security conversation with our customers and generated new revenue streams. In fact, since partnering with Bitdefender our security-related revenue is growing 50 percent faster and security as a share of our business has increased from four to eight percent."