nextcom charts rapid growth with advanced cybersecurity

Managed service provider achieves faster onboarding of customers, streamlined administration, and protection from outbreaks

THE CHALLENGE

Sometimes, shortcomings are not obvious until you encounter an alternative. That's what happened to nextcom, a fast-growing managed service provider (MSP), when a local distributor showcased Bitdefender GravityZone in a product demonstration. With its prior Symantec security solution, nextcom had challenges with slow endpoint performance, complex management, and poor reporting.

After evaluating GravityZone, Symantec and G DATA solutions, nextcom decided to base its cybersecurity offering on Bitdefender GravityZone Cloud MSP Security.

Artur Grass, IT Consultant, nextcom, says, "We standardized on Bitdefender GravityZone because it offers a cloud console and multi-tenant solution, which simplifies management for both our clients and us as an MSP. GravityZone's lightweight design enabled high performance of endpoints even during scans. We also were impressed with Bitdefender's commitment to evolving its products as cybersecurity requirements change."

THE SOLUTION

nextcom depends on Bitdefender GravityZone Cloud MSP Security to protect 1,800 client workstations and servers running Citrix XenApp, Citrix XenDesktop, Citrix XenServer, macOS, Microsoft Windows, Microsoft Hyper-V, Microsoft Office 365, and VMware vSphere. GravityZone also protects clients' application environments, such as Microsoft 365, Microsoft Active Directory, Microsoft Exchange, Microsoft RDS, and Microsoft SQL Server.

Bitdefender GravityZone Cloud MSP Security provides nextcom's clients with extensive hardening, prevention, and detection layers. The solution also incorporates tunable machine learning, advanced anti-exploit, content and device control, active directory integration, email security, and cloud sandboxing.

For clients requiring other protection layers, nextcom provides GravityZone additional options, such as Advanced Threat Security, Security for Exchange Servers, and Security for Virtual Environments per CPU.

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nextcom IT

nextcom IT GmbH is a fast-growing managed service provider offering enterprises a broad range of IT services that include hardware procurement, installation, support, and training for IT and users. The company delivers services on-site or remotely according to customer requirements. nextcom's expertise includes telecommunications, Microsoft solutions, cloud services, cybersecurity, and virtualization, among other areas.

Industry
IT Managed Services

Headquarters
Recklinghausen, NRW, Germany

Results
- Deployment of 50 endpoints accomplished in 2-3 hours compared to 4-6 hours

- Successfully protected clients from disruptive security breaches

- Volume of security-related trouble requests decreased by 80 percent

- Maintained size of security administration team even as customer base has doubled

Bitdefender

THE RESULTS

As nextcom's business has grown, the company has especially appreciated the streamlined deployment of GravityZone when new customers come on board.

"Implementing GravityZone is fast and dependable, and integrating and licensing new customers is straightforward," comments Grass. "It only takes two to three hours to onboard a new customer with 20 to 50 endpoints. Previously, it took more than twice that time."

Since moving to Bitdefender GravityZone eight years ago, nextcom has successfully protected clients from any disruptive outbreaks or attacks. The company credits this excellent protection with Bitdefender's strong endpoint risk management and analytics, and fast and detailed reporting.

Prior to GravityZone, nextcom would need to set up a physical console at a client location to view endpoints and manage security.

Grass explains, "Management with GravityZone is fast and flexible since we can view all our client endpoints from a single cloud console. Maintenance costs also are lower. In fact, we doubled our customer base without expanding the security administrative team."

Guido Paetzelt, IT Technician and Coordinator, nextcom, continues, "Everything with Bitdefender is more efficient. Updates happen without slowing endpoint performance or requiring planned outages. It's not a surprise that since moving to Bitdefender, the volume of security-related trouble requests decreased by up to 80 percent."

In addition, nextcom is pleased with GravityZone Security for Virtualized Environments per CPU. In particular, the MSP highlights the solution's stability, high performance, agentless VMware integration, and easy configuration of vendor and product exclusions.

Since deploying Bitdefender GravityZone, Jürgen Kasparek, key account manager, nextcom, reports that its cybersecurity business has grown rapidly: "Because Bitdefender offers a broad range of capabilities and continues to evolve the product with new features, we've been able to cover many segments of the cybersecurity market. Our GravityZone customers' willingness to share their positive experiences with others also has contributed to faster security sales growth."

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Artur Grass, IT Consultant, nextcom

Bitdefender Footprint
- Bitdefender GravityZone Cloud MSP Security
- GravityZone Advanced Threat Security
- GravityZone Security for Exchange Servers
- GravityZone Security for Virtual Environments per CPU

IT Environment
- Microsoft
- Microsoft Active Directory
- Microsoft Exchange
- Microsoft Hyper-V
- Microsoft RDS
- Microsoft SQL Server
- VMware vSphere

Operating Systems
- Microsoft Windows