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Emsisoft as a company is easily one of the best on the market. Simple, yet powerful software for the best protection possible.

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Vince Beltran,
Founder of Whiz Kid

Challenges with previous solution

- Ineffective malware protection
- Time-consuming installation process
- High labor costs

Providing customers with reliable malware protection had always been a priority for Whiz Kid. However, finding the right solution proved to be a challenge. The MSP tried a variety of security solutions from a number of well-known vendors, but clients continued to get infected with malware. For Whiz Kid Founder Vince Beltran, this simply wasn't good enough.

“We cycled between several well-known AV brands and trying to find the best tool for our clients,” explained Beltran. “We would have a lot of clients coming in for repeat virus removals on a regular basis. Other programs were just not doing the job for us.”

Overview

Customer

Whiz Kid Computer Services

Industry

IT services

IT environment

MSP serving 483 endpoints

Solution

Emsisoft Cloud Console

Emsisoft Emergency Kit

The Customer

Whiz Kid is a managed service provider based in Lake Havasu City, Arizona. The company provides a wide scope of IT services to residential and business customers, ranging from simple printer setups to corporate network infrastructure development.

Reasons for choosing Emsisoft

After being repeatedly let down by previous products, Whiz Kid decided to look for a new security solution. According to Beltran, Emsisoft was a logical candidate.

"We were already using the Emsisoft Emergency Kit for our virus removals and knew how well it worked. We finally decided to look into becoming a partner with the aim of providing the best solution for our clients."

- **Reliable malware protection**

Emsisoft's multi-layered protection has provided Whiz Kid's clients with a high level of security. The MSP now has Emsisoft's protection software installed on 483 workspaces, deployed across a mix of residential and commercial clients. "Our clients are assured they are as protected as possible in comparison to other products," said Beltran.

- **Customer service**

"Davlat has been our personal sales rep for the past nine years and has always provided the absolute best customer service to us," said Beltran. "I am happy to say over the years to have developed a great relationship with the Emsisoft team, and I look forward to continuing not only our business but also our friendship for years to come."

Business benefits of Emsisoft Cloud Console

For Whiz Kid, one of the biggest advantages of being an Emsisoft Partner has been the ability to remotely monitor and manage the protection software of clients via the Emsisoft Cloud Console, which launched in 2019.

According to Beltran, the Cloud Console has "completely changed the way we do things" and enabled the MSP to drastically reduce labor costs.

- **Faster configuration**

The Cloud Console's Policy Template feature has eliminated the need for Whiz Kid to manually configure each installation. "With the Cloud Console, I am able to make a default template that we use as standard for all residential and small commercial clients. This drastically cuts down on install time and programming time for configuring settings."

- **Fewer call-outs**

The Cloud Console allowed the Whiz Kid team to access the same information and perform the same actions they could on-site, which has resulted in fewer call-outs and a more efficient workflow. "With previous solutions, I was having to go to every computer in an office and individually program settings and, even worse, exclusions. Now, I just log into the console from one computer, add all exclusions to the template and then deploy the installer on the rest. It's fantastic!"

- **Reduced installation time**

"With our residential clients, we can email them installers instead of having to log in remotely or explain the settings over the phone, which cuts down our labor costs drastically."

- **Reduced administration time**

The Cloud Console enabled Whiz Kid to easily access client information, which has helped save time on administrative tasks. "We used to have to add a client's name and number to a Google calendar event a year in advance to remind us to call them about renewal; now, we have it all easily accessible from the Cloud Console."

"You can always count on their staff for any assistance you may need. Emsisoft will easily take your business to the next level when it comes to client protection."