THE CHALLENGE

As a consultant and provider of SaaS applications and services to the mortgage and financial industry, focusIT’s customers expect solutions to be fast, highly available, and most of all, secure. focusIT’s task is to ensure that the company’s offerings run seamlessly and safely, and customers receive the best performance from their SaaS applications.

As part of their operations, focusIT provides two solutions offerings to their clients: a self-hosted private cloud and an Amazon Web Services secure public cloud. FocusIT adds, on average, 20-50 new servers per month between their two platforms.

“Amazon Web Services affords us the ability to auto-scale our solutions – providing our customers with on-demand applications and service,” said Josh Bopp, President, focusIT. “Throwing a traditional AV into AWS would mean significant headaches and a tremendous amount of support effort for us. Doing that would mean trying to secure more than 1200 endpoints today.”

“The way our business is growing, we can’t drain valuable resources individually securing our customers user base – it would cause tremendous pressure on our business,” he added.

“From a security perspective we needed something in lockstep with this operational advantage... It was important for us to take the worry away for our customers from updates and installations processes.”
THE SOLUTION

“After some research on Amazon Web Services Marketplace, we found two vendors that appeared to offer what we needed. But Bitdefender stood out for us because of their solution’s tight integration with AWS. Security for Virtualized Environments is installed at the host level, then automatically distributes to the guests. If we were dealing with a handful of servers, this wouldn’t matter. But when you’re considering approximately 1200 endpoints and adding 20-50 servers monthly, a security solution that is easily deployed and auto-scales like Bitdefender means the world to a business like ours. The offload scanning into the host machine also makes a major difference, as it means we are experiencing greater efficiency and the total process is 100% seamless to our customers,” added Bopp.

“What we also liked about Bitdefender is that we could deploy Security for Virtualized Environments on both our private cloud and our virtual servers and enjoy the benefits of working with just one solution – instead of many.”

focusIT was also impressed with other product and service benefits from Bitdefender. “Of the few times we’ve needed to work with the Professional Services Support group, they’ve been highly responsive and delivered the one-to-one support that is so rare with other vendors. We don’t have to concern ourselves with long wait times or multiple transfers we experience with most call centers, Bitdefender answers us right away.”

THE RESULT

focusIT is experiencing rapid customer growth, and as a Software-as-a-Service provider, the company is able to easily deploy and maintain Bitdefender’s Security-as-a-Service for AWS effortlessly, while scaling at their own rate. The company is continually migrating to the AWS platform and the Bitdefender solution delivers focusIT the perfect solution for its customers.

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