

Case Study. AAAntivirus. USA.



Panda ManagedOfficeProtection

"Every single installation of Panda Managed Office Protection results in extremely satisfied customers because it requires no additional infrastructure investments, increases overall business efficiency, and reduces the complexity and cost."

Roy Miede,
CEO and President
AAAntivirus

Details

- Client size: Large company.
- Country: USA.
- Sector: MSP/Reseller Security Software
- Licenses: 6000
- Number of offices managed: 150
- Mobile computers and computers outside the network protected: Yes

Benefits

FOR CUSTOMERS:

- **Cost savings**, especially during the current economic downturn, while still receiving industry-leading protection against all types of Internet and email threats.
- **Easy-to-use**, centralized administration of all end-devices from anywhere, at any time.
- **Ability for non-technical business owners** to focus on running their business instead of worrying about IT security.
- **Always on and always updated** security solution that does not disturb end-users while utilizing very little memory.

FOR MSPs:

- **Increased business opportunities** and margins by providing added value security services to their customers with a low cost.
- **Ability to grow a loyal customer** following with outstanding customer service.
- **Incredibly easy and fast installation** the robust Panda partner management console with many customization options.

AAAntivirus protects its clients with Panda Managed Office Protection.

With over 25 years of IT experience, AAAntivirus is one of the largest value-added resellers (VARs) in the U.S. that specializes in serving the SMB market with antivirus, anti-spam and hardware security solutions. As a veteran in the security space with more than two million live antivirus licenses, the company's success is built around the central philosophies of providing excellent customer service along with flexible Software-as-a-Service (SaaS) solutions.

After experiencing a combination of problems with its previous antivirus solution, AAAntivirus was eager to replace it with a product that would address the following: unforeseen economic conditions causing IT budgets to shrink; repeated manufacturer mishaps (bad update files, etc.); and poorly designed administration consoles that updated improperly. As a result of these problems, customers were being exposed to more spam, viruses, worms, trojans, adware, rootkits, spyware, and phishing schemes. AAAntivirus also noticed that customers were not able to manage the security of all their workstations, servers (including mail servers), laptops and PDAs either on-premise or remotely in a user-friendly and well-organized manner.

Additionally, the previous security solution caused difficulties around adding additional user seats and licenses without requiring multiple certificates of purchase with varying expiration dates. As a result, the process of scaling services in a truly a customer service-centric manner, proved to be very challenging and time consuming.

The solution: Panda Managed Office Protection

A great customer case of AAAntivirus is that of a Native American Indian tribe in the state of California that had been a long-term customer of another popular antivirus product. When the tribe approached AAAntivirus, the tribal government leaders had reached a threshold with the amount of dubious files crossing the firewalls and the associated higher frequency of infections. After a quick and effortless installation of Panda Managed Office Protection, the previous security solution was replaced and the tribal government leaders gained the ability to see all of their 60 computers and servers on one single management dashboard. Additionally, administrators were able to make changes "on the fly" and move clients painlessly from one network group to another.



Case Study. AAAntivirus. USA.

About AAAntivirus

With over 25 years of IT experience, AAAntivirus is one of the largest value-added resellers (VARs) in the U.S. that specializes in serving the SMB market with antivirus, anti-spam and hardware security solutions. As a veteran in the security space with more than two million live antivirus licenses, the company's success is built around the central philosophies of providing excellent customer service along with flexible Software-as-a-Service (SaaS) solutions.

AAAntivirus is recognized by customers and industry peers for innovation and leadership in delivering highly customized antivirus and anti-malware solutions that address a range of different user security needs, implementation standards, maintenance and support requirements.

Central to its success is a security solution from Panda Security that has enabled it to remotely manage thousands of laptops and computers across many disparate networks from a centralized console to instantly contain the spread of viruses and spyware.

www.aaantivirus.com

Solution

Panda Managed Office Protection is an online security service that eliminates the costs derived from security.

It provides an always-on, easy-to-use Web console that allows remote installation and management of the protection from any place at any time.

It offers SaaS via the Web, through a management portal that enables SMBs to delegate their security management to a service provider.

In the case of the Native American Indian tribe, Panda Managed Office Protection immediately detected 588 infections in the network after completing the initial full network scan after installation. Of those infections, 545 were disinfected and 12 were quarantined due to matching mydoom virus to Trj/Sinowal signatures. The ability to centrally manage and monitor all end-devices with the flexibility to easily adjust security policies at anytime, allowed AAAntivirus to retain another satisfied customer.

Roy Mieke, CEO and President of AAAntivirus, certifies that *“Every single installation of Panda Managed Office Protection results in extremely satisfied customers because it requires no additional infrastructure investments, increases overall business efficiency, and reduces the complexity and cost of maintaining traditional client-server security solutions. My many years in the fast-paced and often unpredictable security business have taught me that customers need a steady yet flexible partner to depend on. The comprehensive Panda Web management console for MSPs and VARs allows me to centrally install, manage, and update security licenses on every end-device across my entire customer base, without the need to be physically present at the customer site. In turn, my customers receive immediate technical assistance and information on the security status of every device on their network at anytime and from anywhere. And I can better service infected or threatened end-devices thanks to new advanced search functions and customized security reports.”*

Traditional protection for workstations requires hardware and software investment for the corporate network (administration servers, repositories, databases). It also has vulnerable points that can lead to security holes and system failure, not to mention recurring maintenance and upgrade costs. A SaaS anti-malware solution on the other hand, hosts all the management infrastructure on the premises of the company that provides the service.

Moreover, the SaaS concept is the ideal solution to the security problems arising from an increasing number of mobile employees. Nowadays, controlling and managing the security of a highly-mobile workforce is a serious concern for IT administrators. With a solution like PMOP, administrators (or MSPs) can monitor and configure anti-malware protection and the personal firewall remotely, regardless of location or the Internet connection.

Panda Security certifications and awards

