CUSTOMER SUCCESS STORY
FINE IT
UK

PANDA CLOUDEMAILPROTECTION

Details

Company: Finehost Limited T/a Fine IT
Country: UK
Sector: SMB IT Support
Product: Panda Cloud Email Protection
Licenses: 300

"Panda Cloud Email Protection moves spam filtering to the cloud, and its superior malware protection provides my customers with the complete confidence that their networks are protected."

Robert Melluish, Managing Director, Fine IT

Benefits

• **Increases user productivity**, removing spam and malware from messages received (SLA Guaranteed 100% virus-free email)

• **Reduces operating costs** as it reduces malware and spam incidents.

• **Eliminates complexity** since security is managed by a third-party and there is no need for an internal hardware infrastructure

• **Simplifies risk management** since email is no longer a threat

• **Ensures email continuity** in the instance of server failure emails are stored online and become accessible after system recovery

Fine Cloud Email Protection for Small Businesses

Fine IT have been providing IT support and services to approximately 100 small businesses in the North West of England for the last 10 years, in addition to providing cutting-edge security solutions, the company also offers, hosting, backup and the type of IT Support that can only be provided by a dedicated independent company.

As Fine IT focus on small businesses that are inherently resource-constrained and often lack dedicated IT staff, it is important that the solutions they provide can be managed remotely to minimise the number of site visits required. Robert Melluish, Managing Director of FineIT, recommends Panda Security without hesitation because it offers clients the highest levels of protection without hindering user productivity.

Situation

Fine IT were looking to add-value and differentiate their business hosting from competing services, provided mainly by webdevelopers with limited provision concepts or hosting giants with a very limited service, by including spam filtering.

"Panda Cloud Email Protection moves spam filtering to the cloud, and its superior malware protection provides my customers with the complete confidence that their networks are protected," says Melluish. "Other solutions we have evaluated or been asked to support have proven to be both hard to implement and cumbersome to manage, but Panda offers a solution that is flexible in implementation, management and scalability. "

Panda Cloud Email Protection was the solution of choice for Fine IT, a managed security service that ensures email protection by ridding companies of spam and 100% of malware from email. FineIT and their cleints are able to appreciate the reduction in network workloads by leveraging the Panda Security's Collective Intelligence to deliver the most effective security outside the network.

Other Considerations

Fine IT also considered alternative software, commercial and open-source, and the Panda GateDefender appliance, email filtering. The competing software solutions proved not to have the detection or ease-of-use capabilities of Panda Cloud Email Protection. Despite the requisite antispam and virus-free email the Panda GateDefender did not 100% fit the FineIT business model, as email filtering was required across a large number of independant businesses so the Security as a Service model was the best option.

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"With Panda we receive an unparalleled level of support."

About

Fine IT have been providing IT support and services to approximately 100 small businesses in the North West of England for the last 10 years, in addition to providing cutting-edge security solutions, the company also offers, hosting, backup and the type of IT Support that can only be provided by a dedicated independent company.

Fine IT boast many years in IT support aiming to improve the computing experience of their business clients.

http://www.fineit.co.uk/

Product

Panda Cloud Email Protection is a complete, managed email security service that offers an SLA-backed guarantee of 100% virus-free email.

The service is totally configurable and provides antispam and antimalware protection, as well as email continuity and content filtering.

It offers a 24x7 technical support service with security experts, ensuring email security, availability and confidentiality

The service leverages state-of-the-art technologies including PandaLabs Collective Intelligence scanning and support.

Panda Cloud Email Protection http://cloudprotection.pandasecurity.com is the endpoint solution protection of Panda Cloud Protection, a cloud based security solution, delivered in a SaaS model that provides complete protection services for the major threat vectors: endpoint, email and web.

http://cloudprotection.pandasecurity.com

End-User Advantage

The cloud-based intelligence behind Panda Cloud Email protection allows it to react to the evolution of spam and virus-infected email to deliver SLA guaranteed clean email.

By providing a security solution for email based on the concept of Security as a Service (SaaS), Fine IT are able to both maintain the service from "the cloud" and also allow end users to access their personal white/black list. Additionally there is the capability to store emails offsite as a contingency in the event of a local failure.

Reseller Advantage

As a support company, Fine IT manage more than 100 clients at any given time, it is essential that the products Fine IT implement are easy to install and maintain. Panda Cloud Email Protection works in synergy with Fine IT's business model, enabling Melluish and his team to maintain guaranteed spam-free email remotely.

"In the past, we were wasting a lot of our own time and money keeping customers protected with high-maintenance products," notes Melluish. "Implementing Panda Cloud Protection has enabled us to free up valuable resources and better serve our customers."

The biggest single advantage that Melluish considers from his relationship with Panda is the superior service levels. "From my dealings with their competitors, Panda's most significant differentiator is their incredible support -with named account managers and technicians – I know that if there are any issues then there will be real people immediately on hand to assist me in supporting my customers," says Melluish.

Summary

Fine IT have been quick to utilise innovations in technology to transform their company traditional selling boxes and travelling between client sites to provide support; instead providing Security as a Service with Remote Support. This has allowed them to provide exceptional levels of service to their customers and expand beyond their original geographical coverage limits.

Panda Cloud Email Protection delivers a cloud-based guaranteed clean email which has offered Fine IT the opportunity to differentiate their hosting offer from the competition. There is also the opportunity for additional revenue generation as Panda Cloud Email Protection is part of the more complete Panda Cloud Protection which includes endpoint and Internet protection.

"Our partnership with Panda Security for the past 7 years has undoubtedly helped contribute to our growth and success as an IT service provider," says Melluish. "By providing industry-leading technology and dedicated UK based support Panda allows us to deliver our customers security needs".

Panda Security Awards and Certifications

PANDA SECURITY | *The Cloud Security Company*