TeamLogic IT Madison

How this MSP cut clients' security costs ~60% with SOC as a Service, powered by OpenText MDR

TeamLogic IT provides advanced technology solutions through a network of more than 300 independently owned and operated locations across North America. TeamLogic IT Madison helps companies throughout the Madison, Wisconsin community minimize downtime, improve productivity, and secure their IT infrastructure.

The small and medium business (SMB) segment in which TeamLogic IT Madison operates is often characterized by its need to focus on the core business without being distracted by IT matters. For instance, most SMB in-house IT professionals don't have the resources to maintain the infrastructure, software, or staff required to run a security operations center (SOC). Security regulations and data privacy requirements are continually increasing, making compliance a challenge.

This was the case for one customer who approached TeamLogic IT Madison for support, as a local franchisee explained. The customer operates an insurance business and is subject to strict financial security regulations. When their in-house IT technician retired at the same as an external provider who had dedicated a resource to them, the customer was left in the lurch.

"When they came to us with their security requirements, it was clear that they should look at tools and automation rather than human resources and manual effort to address their challenges. I initially tried to find individual solutions for them, to fit around their existing software and processes. When I came across OpenText MDR, I realized that would be a great fit for them."

Solution

TeamLogic IT Madison leveraged OpenText™ MDR to support its customer with a lightweight and maintenance-free cloud security solution. Thanks to advanced native integration capabilities, the customer was live on the platform in just three weeks.

Introducing SOC as a Service to combat increasing cyberthreats

Cyberthreats continue to rise fast and are growing more sophisticated. OpenText MDR is a cloud native, multi-tenant managed detection and response platform for managed service providers (MSPs) that includes powerful threat-hunting capabilities. The platform goes beyond traditional cybersecurity limits by not only aggregating a customer's security data, but by offering SOC as a Service (SOCaaS) to address the critical gaps left by standard endpoint detection and response (EDR) tools. This approach ensures that customers are not confined to a specific toolset, enabling a more flexible and effective cyber defense strategy. They benefit from comprehensive system monitoring and expert data analysis, ensuring a proactive defense against inevitable cyberthreats.

TeamLogicIT®
Your Technology Advisor

Industry

IT

Benefits

- Support customers with managed services and solutions instead of human resources
- Leverage security process automation for improved compliance

Products & services

- OpenText MDR

A cybersecurity operations platform capable of adapting to the demands of your business, and team—and the global threat landscape

Integrating existing tools with ease ensures fast deployment

The OpenText MDR agent is lightweight and maintenance-free. It runs in the background to monitor critical data and can be easily deployed in an automated process. Time was of the essence in this customer's scenario, and within just three weeks the company was live on the platform.

One of the key success factors was the ease of integration with existing software in use by the customer. Rather than reinventing the wheel with a set of new tools, OpenText MDR seamlessly integrates with more than 500 security data sources and tools, correlating data with more than 35 industry-leading threat intelligence feeds.

"Among other systems, our customer had five business-critical software systems that OpenText MDR needed to work with, and this was no problem at all with [the solution] natively integrating them into its environment," said the TeamLogic IT Madison franchisee.

Adapting to suit customers of any size

With the fast implementation time, the customer enjoyed the benefits straight away and automation meant they didn't need dedicated human resources. Because the platform includes human experts who evaluate the customer's security, investigate events, and provide remediation guidance, this continuous threat monitoring and tailored support provides context and recommended actions.

"From our perspective as a partner, we liked that we could adopt OpenText MDR without any contractual commitment to OpenText," said Jeremy Mason, business owner of TeamLogic IT Madison. "Plus, it is clear to us that [it] is a very scalable solution. This customer had a sizeable license requirement, but we can see that we could just as easily serve a smaller customer in need of fewer licenses. This flexibility, coupled with the great out-of-the-box tool integration, makes OpenText MDR a very interesting proposition for us as an MSP with a large customer base of all shapes and sizes."

Results

Taking advantage of automation meant that the customer did not need to replace its dedicated IT headcount. TeamLogic IT Madison and OpenText threat experts managed any reporting and remediation requirements, creating a hands-free solution for the customer.

Achieved approximately 60% cost savings with automation

TeamLogic IT Madison's insurance customer realized they would not need to replace their internal resource, who previously spent more than two hours each day reviewing security log files. This process is now fully automated and requires no manual intervention.

"OpenText MDR is a hands-free SOC solution for our customers," said Mason. "We manage any reporting requirements for them and work with the OpenText team on remediation actions associated with threat management. Thanks to OpenText MDR's flexible and cost-effective licensing model, we estimate that, on average, customers will be able to save 60 percent of their operational security-focused costs."

Jeremy Mason
Business owner
TeamLogic IT Madison

Provided cost-effective security alternative

Cybersecurity is a concern for customers in any industry, as all companies are bound by regulations and data privacy laws. TeamLogic IT Madison recognized that introducing a centralized cloud-based solution with solid processes would provide a cost-effective alternative to customers hiring and training in-house security technicians.

"Our first experience with OpenText MDR was really positive. Our customers cover a multitude of industries, and we can see an increase in security regulation requirements across all of them," Mason says. "Our OpenText contacts were very knowledgeable and responsive to our support queries. Overall, this scalable solution looks to be a gamechanger for our business. We can see so much potential for it and look forward to our continued partnership with OpenText."

Resources

OpenText's MDR Solution

Book a demo ›

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