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A service-focused MSP builds trust with clients by implementing Todyl's security platform to provide proactive security for users in the new

Work From Anywhere World

Abstract:

IT Haven, an MSP focused on tailored services for small and mid-size businesses in Washington and Oregon, needed a more robust security and networking solution for its clients. In the new work-from-anywhere world, IT Haven's clients needed to enable their employees to access applications and data securely from anywhere, without the hassle of physical firewalls, VPNs and other security technologies. They also needed a simpler networking and connectivity solution, because users that needed access to very large files struggled to navigate through the processes involved with existing file share services when they were not in the office. Productivity and user experience both suffered. IT Haven decided to replace its diverse security stack with Todyl Secure Global Network™ Cloud Platform, an integrated and scalable security-first solution that is simple to manage and easy for end users. Todyl makes IT Haven a hero for their clients by enabling users to securely work from anywhere with just a simple click, whether from home networks, offices, or public access networks. Todyl has transformed the economics of IT Haven's business, reducing costs, increasing productivity and helping it to build its reputation as a trusted business advisor with its clients.

Overview:

IT Haven needed a more secure networking solution for its clients that would truly make all their IT services available to all employees all the time, no matter where they are. Their construction clients had begun to rely more and more on staff having access to all their work files and applications while they were out in the field, not just when they were in the office. The existing file share service wasn't working well for the very large file sizes that are common in that industry. File synch and versioning issues, lack of web space availability, and other challenges meant the user experience suffered and productivity declined.

Paul Havens, CEO of IT Haven, considered alternatives like software-defined WAN (SD-WAN) solutions, as well as MSSPs, but was concerned about the costs and the real value he and his clients would actually realize. He wanted an affordable solution that would give his team visibility and control, while also empowering them to proactively manage the quality of networking and security services. When Paul discovered Todyl, he believed it could solve his needs for improved networking and connectivity, with the bonus of adding comprehensive protection and security. He was especially excited to learn that he could achieve all this well within the budget, since he and his clients all run small businesses and keep a sharp eye on the bottom line. Through the Todyl Secure Global Network (SGN), Paul can quickly enable devices on a client's network to connect to each other securely. His team just installs the software agent remotely and a client's device is ready to go. Todyl's integrated security tools, like the cloud firewall and security incident management (SIEM), mean Paul's team gains the high degree of visibility and control they need to manage and protect their clients, while they continue to build on their proactive security approach.

1 Increased scalability

Because Todyl is so easy to deploy, it's also easy to scale when client needs change. For example, when work-from-home became a business imperative in response to pandemic-related social distancing, IT Haven was able to quickly provide that support to clients and help keep their business operating without disruption. Wherever and whenever needed.

2 Improved productivity

With just one integrated solution that is built to work all together, the IT Haven team can do more in less time, and deliver better client service. There's no hardware to ship, install or manage, no VPNs to set up just one system to learn, and one portal to use. For example, IT Haven can deploy new or upgraded devices to local clients in just 20 minutes now; previously, it would have taken a minimum of 90 minutes and may have required an on-site visit.

2 Strengthened trust with clients through proactive security approach

Todyl allows the IT Haven team to develop and deploy a robust security program for its clients that protects their business no matter where people work from or how threats change. IT Haven can now quickly identify and resolve issues as they emerge, often before the client is aware of it making IT Haven a strategic business advisor for their clients.

Outcomes

For IT Haven, Todyl's zero-trust architecture makes it possible to securely connect clients in a work-from-anywhere world with just a few clicks, all while reducing the complexity and cost. The IT Haven team can focus more on proactive security and IT management, and spend less time on deploying, configuring, and managing physical firewalls and VPNs. It all just works, seamlessly and predictably, which makes both Paul and his clients happy. Paul says *"Todyl makes me look like a hero. The solution is easy to implement, easy to use, and clients trust me even more with recommendations I make in the future because it's a solution that fits their needs."* That's a win-win for everyone.

Key Benefits:

- 1 Scaled the business more rapidly by enabling IT Haven to deploy more clients faster and with fewer resources.
- 2 Reduced costs and streamlined backoffice operations eliminating the need to configure and manage multiple physical firewalls, VPNs and other security devices.
- 3 Improved customer experience by proactively preventing issues from happening and being more responsive to issues when they do occur.
- 4 Increased reputation as a strategic advisor to clients with proactive and real-time management of the protection strategy that meets client needs.

"Todyl makes me look like a hero. The solution is easy to implement, easy to use, and clients trust me even more with recommendations I make in the future because it's a solution that fits their needs."

- Paul Haven, CEO at IT Haven



Let's get your business

Ready

Contact us today so we can help you prepare your business for the new realities of a work from anywhere economy!

Schedule a demo today!



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