

“Comodo ONE for MSPs gives us everything we need to run our business from scratch. It’s also given us a really big head start in our market.”

– Diego J. Jaén,
Chief Information Officer, Alfacom

CASE STUDY

Managed Service Provider Runs Its Business with Comodo ONE for MSPs

Increases Profitability, Simplifies Management and Gains Competitive Advantage

CHALLENGE

- Replace an expensive, failing RMM tool
- Reduce operational costs and complexity
- Deliver high-quality services without disruption to customers

SOLUTION

- Comodo ONE for MSPs with Acronis Backup and Service Desk/Ticketing Platform
- Comodo Advanced Endpoint Protection (AEP)

RESULTS

- Significantly reduced operational costs
- Gained critical monitoring data for proactive service delivery
- Improved customer ticketing experience

SUMMARY

Alfacom is a cloud-based Managed Services Provider (MSP), headquartered in San Salvador, El Salvador. Alfacom customers know that they can trust the company to take their businesses to the cloud. As Alfacom grew, its Remote Monitoring and Management (RMM) tool didn’t grow with it. High costs, feature failures and poor performance drove Alfacom to look for a better solution— which it found with Comodo.

BEFORE COMODO

Alfacom provides a Remote Help Desk service, Microsoft licensing capabilities, and a turnkey IT Makeover service that enables customers to easily become cloud-based companies. Being able to manage customer endpoints is mission-critical to ensuring high customer satisfaction. Alfacom was using a legacy RMM tool for management and monitoring. But customers started complaining that their computers were running slowly. Then Alfacom’s own systems had the same problem. When they traced the problem to its source, they found that the RMM tool was consuming cycles on endpoints for no apparent reason. Next, the tool started to fail. The tool vendor had changed hands multiple times and no longer communicated with Alfacom, making it impossible to resolve the ongoing problems. Alfacom was no longer receiving the value that it was paying for.

WHAT A DIFFERENCE COMODO MAKES

“We started looking for alternatives,” said Diego J. Jaén, Chief Information Officer at Alfacom. “We looked seriously at a couple of vendors, and then I found Comodo ONE for MSPs.” Jaén began by trying out the capabilities that Alfacom uses every day to deliver its current services. The team tested the remote connectivity, and then they went through Comodo ONE for MSPs feature by feature.

“Right off the bat, Comodo ONE for MSPs was better than our other tool,” said Jaén. “It does everything Comodo said it would do.” Comodo ONE for MSPs is a complete IT management platform that gives Alfacom comprehensive remote management, monitoring and support for all endpoints and devices. Its cloud-based monitoring capabilities fit Alfacom’s cloud-based business model and allow the company to scale as it adds customers.

Alfacom moved forward with Comodo ONE for MSPs, taking advantage of the many technical and feature demos available from Comodo to establish best practices for using the platform. Next, Alfacom began using Comodo Acronis cloud backup to help customers back up critical data from any source and easily recover it to any destination. Alfacom also began using the Comodo ONE for MSPs Service Desk solution to respond to customer requests with automated ticketing, prioritization, tracking, and resolution capabilities.

Customers also needed better security for their systems. Alfacom chose Comodo Advanced Endpoint Protection (AEP) for its customers’ and its own endpoints to increase protection against cyber threats. Comodo AEP is based on a “Default Deny” posture that allows good applications through, blocks bad ones, and contains unknown (potentially malicious) files pending analysis to prevent damage from unknown malware. Jaén said that the Comodo installation went smoothly— they simply connected remotely and installed Comodo without any issues.

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ABOUT COMODO

Comodo is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Building on its unique position as the world's largest certificate authority, Comodo authenticates, validates and secures networks and infrastructures from individuals to mid-sized companies to the world's largest enterprises.

Comodo provides complete end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats, both known and unknown.

With US global headquarters in Clifton, New Jersey and branch offices in Silicon Valley, Comodo has international offices in China, India, the Philippines, Romania, Turkey, Ukraine and the United Kingdom.

COMODO

Comodo Group, Inc.
1255 Broad Street
Clifton, NJ 07013
United States

Tel: +1 (888) 266-6361
Tel: +1 (703) 581-6361
Fax: +1 (973) 777-4394

www.comodo.com

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CONSOLIDATE AND SAVE

Comodo ONE for MSPs immediately relieved a huge cost burden for Alfacom while enabling it to continue delivering high-quality services. The Comodo Service Desk capability is much simpler to operate and easier for customers to use than the ticketing portal service that Alfacom previously paid for. Customers simply right-click to submit a ticket instead of navigating through multiple menu options.

“The service desk is great,” said Jaén. “We cancelled our other ticketing service because Comodo does it better. We also can add modules when we need them, which will probably allow us to move away from other tools that we’re paying for and save even more.”

MONITORING WHAT’S CRITICAL

Alfacom monitors four critical items on customers’ machines: processor usage, RAM, disk usage and disk consumption. With this data, the team can help prevent major problems from occurring without slowing users’ computers. With the previous tool, the Alfacom team couldn’t monitor processor usage without having to install an additional and costly server agent.

“Comodo ONE for MSPs monitors fewer things, but it monitors the critical ones and it does it better,” said Jaén. “We don’t need to monitor every Windows process and service—it just creates noise.”

With the previous RMM tool, the team had to frequently check the dashboard to see alerts. By the time they received an alert it was old information. Now, they receive alerts in real time, and they know that the issue is important, so they immediately connect and check the computer without disturbing the customer.

“The monitoring is spot-on and enables our support team to focus and take action on very specific things,” said Jaén. “It has helped us organize the support team more efficiently. And we no longer get calls about poor machine performance.”

EVERYTHING JUST WORKS

Alfacom likes the containment (virtual sandbox) features of Comodo AEP. As they monitor machines, they see that it catches threats daily.

“We know that if Comodo AEP says something is a problem, then it’s a problem,” said Jaén. “We don’t have to analyze and decide that. We know that it’s working.”

The Alfacom team says that Comodo ONE for MSPs is a complete solution for them. They can easily group devices. They can remotely connect to target computers and do whatever needs to be done. It enables them to deploy security on demand. Summary reports provide machine hardware specs and software version data, which gives Alfacom an accurate inventory of clients’ assets. The team can transfer files, deploy Windows installer files, implement scripting languages, and use command prompts to more easily deliver technical support.

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For more information, visit www.comodo.com.