JoLee Consultants Advances Client Security With An Upgrade To ThreatDown EDR

Lee Garet, CEO of JoLee Consultants, spent the early days of his career in technical support for hi-tech software companies where every call he handled was about helping a customer get out of trouble. Shaped by that break-fix experience, Lee co-founded JoLee Consultants in 1997 with a vision to provide businesses with the best security and IT services that focus on prevention.

As Lee explains, "Since our start, we've been hyper focused on making sure our customers aren't having any trouble day to day. Our prevention strategy has concentrated on giving customers top cybersecurity capabilities that keep their environments running smoothly."

Fast forward decades later, JoLee Consultants now manages more than 1,000 customer endpoints and is considered a leading expert in all phases of information technology: including the design, implementation and support of an organization's infrastructure. Building quality customer relationships is a big part of this managed service provider's (MSPs) success, and JoLee Consultants goes the extra mile to deliver services that exceed client expectations.

JoLee Consultants

Partner-At-A-Glance

Customer
JoLee Consultants
Long Island, NY

Website
joleeconsultants.com

Customers
1,000+ managed endpoints

Displaced Solution
Webroot

Solution
ThreatDown Endpoint Detection & Response

Results

- Advanced client prevention and mitigation with upgrade to EDR
- Experienced compelling value-to-price for client EDR adoption
- Obtained valuable security insights that also unlock sales opportunities

ThreatDown
Powered by Malwarebytes

> **"For all the added capabilities in EDR, the marginal price lift was easy to justify. We just want to get things right, and our customers know we care about doing the best thing for their security."**
>
> Lee Garet, CEO
> JoLee Consultants

Solid endpoint protection

To keep up with the threat landscape constantly evolving, JoLee Consultants consistently advances their security stack with leading-edge capabilities. When their previous endpoint security partner, Webroot, wasn't keeping up with ransomware protection, Lee hunted for a new cybersecurity partner — one that would provide effective endpoint protection.

"We have a strong data backup and recovery practice in place for customers, so ransomware doesn't make us nervous. But when we started seeing more and more attacks getting past Webroot, we wanted to move to a new solution to advance our customers' prevention," shared Lee.

ThreatDown, powered by Malwarebytes, was a long-trusted solution in Lee's toolbox for managing client remediations, so he had a lot of confidence in the product. After taking a look at the OneView MSP platform, it was an easy decision to partner with Malwarebytes.

"ThreatDown, powered by Malwarebytes, is one of the better solutions out there, and it's great that it's easy to roll out in seconds. Our time is important, and we don't have to interact with the product much — it just works. I wish all of my other products worked that way," said Lee.

Upgrading client security to ThreatDown EDR

Given the sophistication of today's cyberthreats, endpoint protection can never be 100% effective over an extended period of time. That's why, after a customer had a malware infection, JoLee Consultants decided to upgrade their customer base to ThreatDown Endpoint Detection & Response (EDR). ThreatDown EDR further advances the security posture for the MSP's clients by providing advanced prevention and mitigation capabilities.

With the ThreatDown, powered by Malwarebytes, agent already installed on their customer sites, the EDR upgrade was as simple as "just hitting a button" as Lee put it. And the upgrade delivered a compelling return on investment. "For all the added capabilities in EDR, the marginal price lift was easy to justify. We just want to get things right, and our customers know we care about doing the best thing for their security," Lee explained.

Gaining insights into suspicious activity

Since cyber risk can originate from outside and inside an organization, ThreatDown EDR arms Lee and his MSP team with granular insights into external and internal threats. The solution's suspicious activity monitoring provides continuous visibility of endpoint file system events, network connections, process events, and registry activity.

"I like the suspicious activity monitoring because it lets us see things like if a user plugs in a USB drive. It's great that we can monitor that activity, especially for our clients in the healthcare field who need to follow HIPAA requirements," said Lee, adding that "I'm very

Gained easy client oversight

with EDR that "just works"

Proactive engagement

that fosters a strong vendor-partner relationship

impressed with EDR's insider activity monitoring, and, moving forward, we're looking to add that into our HIPAA program."

For protecting external threat activity, EDR has proven equally effective. A handful of their MSP's clients run remote desktop servers at the network gateway, and malicious actors are constantly launching brute force attacks. EDR detects those suspicious login activity attempts and automatically blocks any IP addresses that exceed a threshold of invalid login attempts.

As a strategic value add, Lee also gained sales opportunities using insights from ThreatDown EDR. As an example, Lee shared that "EDR's suspicious activity logs were lighting up left and right with attacks on a customer's Exchange Server. For years, we'd been begging them to move over to 365. Once we showed them that they really were being attacked, they were immediately convinced and agreed to adopt 365."

Great partner relationship

Building strong relationships with clients is one not-so-secret recipe to JoLee Consultants' success. The importance of good relationships also extends to their MSP's vendor solutions. Since partnering with Malwarebytes, JoLee has experienced a strong vendor engagement with fast access to technical answers and proactive communication touchpoints.

"We meet with our Malwarebytes Partner Success Manager every few months, and I think it's great. I don't always experience that with our vendors, but I've always felt like I was in good communication with Malwarebytes," Lee noted.

Learn more about ThreatDown Endpoint Detection and Response

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