

Telx Chooses Malwarebytes as its Key Security Partner

With headquarters in Miami, Florida, Telx Computers was formed in 1998 with a dream of helping businesses successfully run their IT operations. Today, that dream has grown into a large-scale managed service provider (MSP) that prides itself on delivering high-quality services for its customers.

Telx's core portfolio comprises IT outsourcing services, as well as security services that are enabled through a 24/7 security operations center (SOC). Telx manages its customers' security infrastructures and augmenting, or in some cases managing their entire networks, including incident response.

Avi Vaknin, CEO at Telx, explains: "It is our job to ensure that we provide our clients with an excellent experience of our solutions by offering consistent services and proactive support. We succeed by providing every customer with an experience that will make them lifelong customers."

TELX

Partner-At-A-Glance

Website

telxcomputers.com

Customers

1,000+ managed endpoints

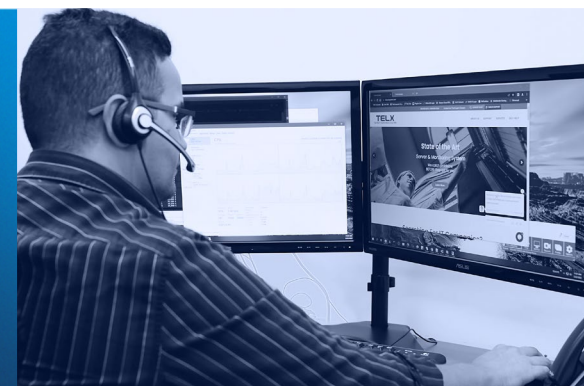
Results

- Robust protection that keeps client endpoints running smoothly
 - Rapid threat alerts that give a real-time view into customer environments
- Recouped time for the team to proactively plan for customer growth and future needs



“As a programmer and big software guy, I'm happy to say that the Malwarebytes product has it. The solution delivers effective protection and the fastest alerting time, which empowers my team to always know what's happening in our customer environments. With Malwarebytes, we provide our customers with the best product out there for endpoint protection software.”

Avi Vaknin, CEO
Telx Computers



How Malwarebytes Helps Telx Delivery Quality Security Services

A best-in-class service

As Telx customers adopted remote and hybrid work models in recent years, the team noticed a growing volume of customer endpoint security issues. With more devices sitting outside the corporate firewall, customer endpoints were increasingly getting hit with malware, ransomware, and other threats. Fast response is a touchstone of Telx's security services, and the team was “all in” managing response needs for customers as they arose, which was also consuming more time and resources.

In the fast-paced world of cybersecurity, Telx prides itself on offering best-in-class security services to protect its customers from potential threats. To stay ahead of the cyberthreats and better secure customer endpoints—whether remote or behind a firewall—Telx wanted to advance its security portfolio with an endpoint security

solution that would provide its customers with effective protection against potential cyberthreats.

On a mission to find the perfect solution, Telx set up a lab and tested several endpoint security solutions, including ThreatDown, powered by Malwarebytes. In addition to the management requirement for the solution to be multi-tenant and cloud-native, Telx's top requirements focused on the product's effectiveness and speed-to-alerting. ThreatDown, powered by Malwarebytes, proved to be the only solution that met all of the requirements, with Vaknin noting that “ThreatDown was the only true alert timing that we were very happy and satisfied with.”

“As a programmer and big software guy, I'm happy to say that the ThreatDown, powered by Malwarebytes, product has it. The solution delivers effective protection and the fastest alerting time, which empowers my team to always know what's happening in our customer environments,” said Vaknin, adding that “With ThreatDown, powered by Malwarebytes, we provide our customers with the best product out there for endpoint protection software.

Speed to security and customer adoption

Telx rolled out the ThreatDown software to its more than 1,000 customer endpoints in a swift customer deployment effort that was completed in record time. Since then, customer cybersecurity incidents have become a thing of the past. ThreatDown enables Telx to provide a feature-rich set of security capabilities that have strengthened the customers' security posture and improved the Telx customer experience.

“With ThreatDown, powered by Malwarebytes, we have confidence knowing that we'll prevent it when there's a hacking attempt or somebody is trying to penetrate the network. We send customers the details from Malwarebytes' monthly reporting and they're happy to see there are no security issues. They don't call us about viruses; everything is good,” said Vaknin.

First-class Support From a Trusted Partner

Working with Malwarebytes over the years, Telx has come to appreciate the high levels of support that the Malwarebytes team provides. When Telx has feature enhancements or other product recommendations,



the team has enjoyed a direct collaboration with the Malwarebytes Engineering team who, in turn, has provided software updates based on those recommendations in 24-hours or less in some instances.

When it comes to customer support, Telx has the highest standards. With a focus on delivering the best experience for customers, Telx prides itself on providing customers with excellent and timely communication. Vaknin explains, “When customers contact us, we respond in minutes and even in seconds if we can. Malwarebytes has been exceptional in responding to our inquiries quickly as well, even if it’s just to say they’re looking into it. We know we can lean on Malwarebytes to resolve

problems immediately and help ensure that we provide customers with the best possible service. That is a true partnership.”

Strategic Customer Planning and More Job Satisfaction

Deploying ThreatDown, powered by Malwarebytes, as part of its customers’ security measures has given Telx some compelling business advantages. With the team freed up from handling malware and other endpoint clean-up issues, they’ve been able to reallocate their time for strategic initiatives like analyzing and monitoring customer environments each day and proactively planning for customers’ near and longer-term growth needs.



Compelling value-to-price

that supports Telx’s business growth



Happy employees

and company culture that can focus on delighting customers

“With ThreatDown, powered by Malwarebytes, it’s more peaceful for us now, and we can focus on marketing and growing the business. We were so busy before dealing with endpoint issues and, today, the team is playing ping pong in the office. For our employees, they’re happy and there’s less stress now that our phone call volume is down because of how well ThreatDown keeps our customers protected,” said Vaknin.

Learn more about Malwarebytes Managed Service Provider Program

Visit Telx’s Ransomware Protection Page



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