Vircom

CASE STUDY

SUCCESS STORY

Huff Tech & Vircom – Two decades of Trusted Partnership & Email Security Excellence

CHALLENGE: Adapt to evolving cybersecurity needs while maintaining client confidence

Huff Tech requires adaptable, robust email security solutions to combat the increasing sophistication of threats like phishing and ransomware. These solutions must easily integrate with their operations while providing dependable support.

To maintain client satisfaction, Huff Tech depends on tools that are powerful enough to address emerging threats, but also easy to implement and backed by responsive, reliable support.

SOLUTION: Simple, feature-rich and reliable email security

Huff Tech integrated Vircom's advanced email security solutions, including Proofpoint Essentials (modus Cloud), Proofpoint Security Awareness, and OnDMARC. These tools proved essential in delivering exceptional email protection while optimizing operational efficiency.

6 Key benefits

Peter Till, the CFO, partner, and support engineer of Huff Technologies Inc, highlighted six key benefits that make Vircom the ideal choice for their business:

01 Trusted Email Protection and Proactive Office 365 Monitoring

Huff Tech's clients saw an immediate reduction in spam and phishing attempts after implementing Vircom's solutions. Peter emphasized that Vircom's email security solutions are a must-have.

Vircom's solutions go beyond traditional spam and phishing protection by adding proactive Office 365 monitoring, a critical layer of security.

Huff Technologies, Inc., is a Florida-based MSP providing IT support to small businesses with 5-100 users in the Jacksonville area. Their team makes it easy for clients to stay productive, modern, and secure.

Location:
Jacksonville, Florida USA

Trusted Partnership:
Over two decades with Vircom

Products and Solution Utilized:

- Proofpoint Essentials
- Vircom Portal
- OnDMARC
- Proofpoint Security Awareness

Client perspective

"I haven't seen another email security suite that can stand up against Proofpoint and all the added features Vircom offers—not to mention their terrific support."

Peter Till
CFO, Partner, and Support Engineer

hufftech.com

> "Every business should be using something like Vircom. Microsoft 365 has their own filtering and it's just not a good experience."

02   Added Value with Vircom Portal Tools

Vircom has introduced more value-added features. According to Peter, the Vircom Portal is one of his favorite solutions.

"The Vircom Portal does a lot of the configuration between Proofpoint Essentials and Office 365. It automatically sets up the connectors and rules and it's very convenient for onboarding. Has made the entire experience very simple."

03   Responsive Customer Support

Vircom's support team consistently exceeds expectations with quick, knowledgeable, and reliable assistance, even during off-hours. This reliability gives MSPs confidence in their partnership with Vircom.

"I don't have any other vendors that offer as good support as Vircom does," Peter said. "It's just truly, truly amazing. All the people we speak to are nice and very knowledgeable and, if someone doesn't know the answer, they'll find somebody that does right away."

04   Easy Onboarding

With straightforward integration into Office 365 and Azure Active Directory, combined with Vircom Portal automations, onboarding clients is seamless and efficient.

Ensuring minimal disruption to client operations.

05   Upsell Opportunities for MSPs

Vircom's solutions portfolio helps Huff Tech generate new revenue by offering products like OnDMARC for email authentication, phishing training, and email encryption, while adding strong security value for their clients.

Peter noted that some aspects of email security in 2024 are more challenging than others. The setup and maintenance of DMARC and DKIM proved to be particularly complex. However, Vircom's Red Sift solution simplified the process, making DMARC management easy.

06   Competitive Pricing

Vircom delivers high-quality features at a reasonable cost. Peter highlighted the pricing structure as a key advantage:

"The price is really reasonable for all the security benefits that you get."

Two decades of excellence and positive outcomes

For more than 20 years, Vircom has been central to Huff Tech's services, helping deliver exceptional email security to more than 60 small businesses in Florida.

The results are clear: reduced phishing and spam, enhanced client confidence, and a stronger MSP reputation backed by Vircom's superior solutions and support.

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When asked what he'd say to an MSP considering partnering with Vircom, Peter shared his confident recommendation:

"I can tell you from 20 years of experience with Vircom that you will not be disappointed. The product, the pricing, and the support are all fantastic and I have no doubt that you'll be very happy you decided to choose Vircom."

30 YEARS OF TRUST

As a leader in the email security space, Vircom provides high-quality, tailored and advanced email protection solutions to SMBs and MSPs around the world.

To learn how Vircom's advanced email security solutions can benefit your business: **Contact Us** | **Vircom.com**