



SUCCESS STORY

RockIT Fuel Design & Technology Thrive with Vircom Email Security

CHALLENGE: Lagging, impersonal customer support for email protection offering

As a managed service provider, RockIT Fuel Design & Technology used Proofpoint Essentials through a third-party vendor to provide cybersecurity solutions to their clients. The MSP valued Proofpoint Essential's features, but the vendor's customer support was less than ideal.

In 2022 RockIT Fuel took on a client whose Proofpoint Essential's account was managed through Vircom. While managing this client, the RockIT Fuel team realized Vircom could resolve the issues they were experiencing with their existing vendor while still delivering Proofpoint protection.

The level of responsiveness, as well as the vendor tech-savviness, was an eyeopener to the RockIT Fuel team. Andrew realized that, with Vircom, they could keep all the advantages of Proofpoint Essentials while improving support and even bolstering their technical offerings.

SOLUTION: MSP-focused email defense technology with expert support

After such a positive experience, Andrew Oldroyd, the President of RockIT Fuel, decided it was time to shift the rest of RockIT Fuel's clients over to Vircom. The key benefits explained why Vircom stood out as such a great fit for the MSP:

Enhanced email security technology

RockIT Fuel's top priority is providing excellent email security to their clients. As a fan of Proofpoint, Andrew was glad that Vircom could continue providing that email protection offering.

"Proofpoint is very good at capturing phishing and spam, as well as keeping a lot of the garbage out of the mailbox. So that's half the battle right there," Andrew shared.

CASE STUDY



RockIT Fuel Design and Technology is an MSP based in Brantford, Ontario, providing IT services to a range of clients in the social service sector and beyond.

Location:
Brantford, Ontario

Trusted Partnership:
With Vircom since 2022

Products and Solution Utilized:

- Proofpoint Essentials
- Office 365 Monitoring
- Impersonation protection
- OnDMARC by Red Sift

Client perspective

"When an email was mistakenly flagged as spam, Vircom's support team responded within 15 minutes. With our previous vendor, it could take two to three hours just to get an initial response, and even then, they'd escalate the issue to Proofpoint without resolving it. Vircom resolved it immediately."

Andrew Oldroyd
President of RockIT Fuel Design and Technology

rockitfueltech.ca



"Vircom has scripted probably 80% of the onboarding. The entire Microsoft 365 side is configured for us in minutes instead of hours," Andrews said.
"It cuts off around 70% of the onboarding time for new clients."

Office 365 alerting

Vircom's Office 365 Monitoring adds a layer of security onto Proofpoint's already strong email protection features by proactively identifying suspicious account activities, like:

- Logins from unexpected locations;
- Spikes in outbound email volume;
- Unauthorized configuration changes, indicating a potential account compromise.

Impersonation protection

RockIT Fuel's clients also benefit from Vircom's impersonation protection tool. This added feature safeguards high-profile individuals from spoofing attempts by whitelisting legitimate email addresses and flagging and quarantining fraudulent threats automatically — all at no additional cost.

"Almost every one of our charities has their key people targeted in this way. With Vircom, we've been able to put a stop to it," said Andrew.



Time-saving automations and integrations

As a managed service provider, time is a critical resource. Vircom's solutions are designed to maximize efficiency with smart automations and integrations.

Onboarding

Onboarding clients is generally a lengthy and labor-intensive process for MSPs like RockIT Fuel, but with Vircom, bringing on a new customer is easy and fast.

With shorter onboarding time, RockIT Fuel can scale comfortably, knowing they can handle growth with ease.

Billing integration

Vircom's billing integrations have also been a major time-saver for RockIT Fuel. In fact, by syncing billable mailbox counts directly with RockIT Fuel's PSA system, the company has eliminated billing errors and saved more than just time — they've saved money, too.

"After implementing Vircom, we resolved so much underbilling with our clients that it effectively pays our Proofpoint bill."



Expert and proactive support

For RockIT Fuel, Vircom's exceptional support was a key reason for migrating all of their clients under Vircom's umbrella — and they've been extremely pleased since the transition.

"I expect my vendors to know their area better than we do. Vircom is one of very few that I'm quite confident they do."



RESULT

Strengthened Email Security since 2022

RockIT Fuel Design & Technology has been a proud customer and partner of Vircom since 2022, protecting nearly 900 inboxes using Proofpoint Essentials.

Andrew shared that the MSP is looking forward to expanding their relationship with Vircom with OnDMARC by Red Sift.

Andrew isn't just a pleased Vircom user — he's a true advocate. When asked what he would say to MSPs considering Vircom, his response was clear:



“Go for it. Test their support.
You’ll see how knowledgeable they are.”



From their proactive support to robust email security solutions, Vircom has delivered measurable benefits to RockIT Fuel and their customers.

To learn how Vircom's advanced email security solutions can benefit your business: [Contact Us](#) | [Vircom.com](#)