



Universal Data Strengthens Email Security with Vircom's Flexible Options

CHALLENGE: Find a stronger, more flexible email security option than what Microsoft offers

As email-based threats became more advanced, the UDI team recognized that Microsoft's default security tools no longer met the high standard of protection they were committed to providing their clients. UDI needed a better solution.

While exploring potential options, the UDI team realized they needed an email security partner that could deliver on three core needs:

- 1 Flexibility and scalability:** UDI serves clients of varying sizes and structures, so their ideal solution had to adapt to diverse business needs.
- 2 Low-friction setup:** UDI's new platform needed to integrate seamlessly, with minimal disruption to their clients' operations.
- 3 Responsive support:** With a focus on building lasting relationships, UDI required a partner who could provide consistent, reliable support.

Although UDI was initially drawn to Proofpoint because it offered a strong technical solution, its high minimum commitment was better suited to organizations with more uniform needs. UDI needed a partner whose approach matched their own: flexible, responsive, and client centered.

SOLUTION: Going beyond Microsoft through a scalable, seamless email security partnership with Vircom

As UDI's Chief Information Officer, Alex Battard is pivotal in aligning UDI's solutions with client needs. When Alex and UDI discovered Proofpoint by Vircom, they found a product and partner that solved those needs and more.

CASE STUDY



Universal Data Incorporated (UDI) is a New Orleans-based managed service provider (MSP), serving businesses throughout the Gulf Coast region. UDI is dedicated to helping clients manage business risk in an era of constant cyber threats.

Location:

New Orleans, Louisiana

Trusted Partnership:

Vircom partner since 2021

Products and Solution Utilized:

- Proofpoint Essentials
- OnDMARC by Red Sift
- Vircom Portal

Client perspective

"We started with five customers and gradually scaled up. Vircom never pressured us to commit to more than we were ready for. As we grew, their bundles let us add premium services at a lower cost. It's aligned really well with how we want to position email security."

Alex Battard
Chief Information Officer

udi.com

“A big part of what we wanted was a seamless integration with our PSA and billing system. Being able to choose a plan that met our needs and was billed exactly the way we preferred was huge for us.”

Flexibility & Scalability

From the outset, Vircom impressed UDI with simple, transparent, and flexible packages that could adapt to their diverse client base. The option for monthly usage-based billing, rather than rigid annual contracts, allowed UDI to purchase exactly what they needed, when they needed it.

Plus, Vircom integrated its solution seamlessly with UDI's existing billing systems — making it extremely easy to scale without added administrative burden.

Value-rich Offering

As UDI grew, Vircom supported their expansion with flexible, cost-effective bundles that included premium services like higher tiers of Proofpoint and OnDMARC by Red Sift.

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Seamless Onboarding

Whether UDI was setting up email filtering or rolling out Red Sift, Vircom provided clear, detailed documentation that outlined the process from start to finish.

“They've really held our hand through the onboarding process. For every customer, they've been involved in their onboarding and even created SOPs for our help desk team to use during troubleshooting.”

Support & Expertise

Beyond the technology, what stood out most was Vircom's deep subject-matter expertise and partnership mentality.

“Their support has been excellent. They're not just experts in their own solution — they really understand the broader email security landscape. One of their engineers is probably the most knowledgeable person I've ever met on the topic of emails.”

RESULT

A new standard for client protection that helps UDI grow with confidence

UDI has been partnered with Vircom since 2021, and over the past few years, that partnership has only grown stronger. What began as a need for a more flexible email security solution has evolved into a core component of UDI's standard security bundle. As of today, UDI has successfully onboarded dozens of clients with Vircom and counting.

“Our growth plans with Vircom are simple — they're built into our standard security bundle now. Every new customer we bring on gets that solution by default, because it just works.”

Thanks to the scalability and support Vircom provides, UDI has been able to expand its service offerings, including enhanced protection with Red Sift. Partnered with Vircom, UDI confidently meets rising client expectations around email security.

For organizations considering Vircom, Alex offers a simple recommendation:

“Give them a shot. They'll live up to your expectations — or probably exceed them.”



Vircom is a trusted leader in email security, delivering robust, customizable solutions for MSPs and small businesses worldwide.

Ready to elevate your email security?
Get in touch with us today