Vircom

logic
Technology Consulting Group

SUCCESS STORY

Logic Technology Consulting Group – A successful partnership with Vircom

CHALLENGE: Making Office 365 and Email Encryption Work for Clients

Yohan Ruparatne is no stranger to complex deployments and customer requirements. Before he started his own MSP business in 2016, he was the CIO of a nationally ranked top-100 construction management firm, having worked his way up through IT in a 20+ year career that started in the United States Air Force.

Like most of Vircom's partners, his time is valuable and scarce, particularly where clients with compliance needs come into play. When one client's email encryption deployment proved to be inadequate Yohan went looking and came across Vircom's modusCloud. After speaking with a sales manager, Yohan realized that he had not only found an advanced solution, but also a vendor that he could trust.

"I didn't get the feeling that I was working with a huge, faceless company," says Yohan, "Vircom took the time to help me through processes, even when time was pressing, and I've grown to depend on them quite a lot. I always expect to hear the right solution from them when I get stumped myself."

Beyond email encryption, Yohan's customers were also having issues with spam and Phishing in Office 365. Phony SharePoint and OneDrive phishing emails were creating paranoia for his clients. "You're supposed to be able to trust Office 365, but the native security and filtering just wasn't enough. Our clients were growing suspicious of the platform, but Vircom's modusCloud solution introduced powerful protection that put an end to their worries, while also enabling us to customize our filters to each client instead of using a cookie-cutter approach."

This 11-employees business founded in 2016 offer services including IT managed services, managed consulting and helpdesk support, and serve SMBs, non-profits, school districts and other municipal agencies.

Location:
Torrance, California

Trusted Partnership:
Vircom Partner since 2019

Client perspective

"Vircom and the solutions they offer provide a heightened sense of security and protection for your clients, while also leveraging a base of knowledge and support that helps you resolve problems in a timely manner, allowing your clients to be as efficient and productive as possible."

Yohan Ruparatne, Owner and Founder at Logic Technology Consulting Group

logictcg.com

SOLUTION: Powerful solutions with a White-Glove Service Experience

Ultimately, Yohan found that his client's biggest issue was that before Vircom, they simply didn't have the same peace of mind. "Security is layered, and having robust security for email is almost more critical than other touchpoints because it is so open and exposed," adds Yohan. "Being able to customize and temper my solution according to particular client needs – especially with sensitive public-sector clients – reassures both them and myself that they're well protected."

Security is essential to any modern organization, and with the wave of threats out there today – phishing, fraud, ransomware and more – the true added value of Vircom to MSPs still comes in expertise. "Vircom is a team of professionals and experts. Because email and security is their core function, I can always refer to them and trust the response I get, rather than filtering through a bunch of knowledge base articles or sifting through the web to get an answer."

This added value adds up to significant benefits to Vircom partners, because they aren't dragged down by as many unpredictable crises, "All MSPs know that troubleshooting adds up, and day over day it can become your most time-consuming activity. Working with experts who can identify root causes of issues and implement programmatic fixes, even if its not within their own product, is one of the best resources you can have, and that's what Vircom is."

RESULT

A fruitful partnership

"Whether it's issues with DNS configurations, DKIM configurations, email marketing deliverability or more, there's been countless times where Vircom's team has come through to save our team time, get issues resolved, and make sure our clients can be served promptly and confidently." While most MSPs need to worry about managing how their clients view them as issues come up, Yohan says Vircom gives him an edge in maintaining his image, "Because we can get our clients answers so quickly, Vircom improves our reputation with our clients."

> "Vircom and the solutions they offer provide a heightened sense of security and protection for your clients, while also leveraging a base of knowledge and support that helps you resolve problems in a timely manner, allowing your clients to be as efficient and productive as possible."