Sophos MDR 'a natural choice' to support customers and grow business for MSP partner **Arc Systems**

Arc Systems is an IT service provider, founded in 1992 and based in Basildon, Essex, UK. The team of 80 staff provides IT support, security, managed backup, and disaster recovery for a client base of 400+ clients in the small business sector in London and Essex.

PARTNER-AT-A-GLANCE

arcsystems

Arc Systems

Industry
IT Managed Service Provider

Number of Users
400 business customers

Sophos Partner
Since 2017

Sophos Solutions
Managed Service Provider (MSP)
Sophos Managed Detection and Response (MDR)

"We initially looked into creating an in-house solution to support our clients but it cost a lot of money, and needed people, time and expertise to ensure round-the-clock protection and support. Sophos MDR was therefore a natural choice for us. It enables us to provide a user-per month solution as an MSP, and we get full security coverage to give our team and clients complete peace of mind."

Craig Faiers, Commercial Director, Arc Systems

Arc Systems is a Sophos Managed Service Provider (MSP) delivering IT support, security, managed backup, and disaster recovery for a client base of around 400 small businesses in London and Essex. Before becoming a Sophos MSP, Arc Systems worked on a term licencing basis, but since the company transitioned to become an MSP, it now encourages all its clients to follow the Sophos MDR route.

Business challenges

Previously, the services Arc Systems provided were typically on a 12, 24 or 36 month licence agreement. This restricted flexibility in terms of scaling and adding or removing new users, and the company had to access multiple interfaces and applications, which was time-consuming and disjointed.

Arc Systems first began onboarding Sophos with Intercept X in 2015, subsequently followed by Sophos XDR. As cybersecurity and ransomware threats increased, the team identified the need for round-the-clock threat management and response, and evaluated the cost of delivering this for its customers in-house. After reviewing various options, they concluded that having the required applications and expertise would prove difficult, too costly, and untenable. At this point, Arc Systems started to explore the benefits of Sophos MDR.

The Technical Solution

As a Sophos MSP, Arc Systems is able to access and sell the complete range of Sophos solutions including Sophos MDR. The company receives full support from the Sophos team of experts, to manage and protect both its own IT infrastructure, and that of its clients.

Arc Systems moved all of its IT infrastructure over to Sophos including firewalls and servers. Plus, with Sophos Central, the team has complete oversight of its own IT systems and that of its clients, and can monitor security and any issues with just a single login.

Sophos MDR provides Arc Systems with complete flexibility when they onboard new clients. They encourage a Sophos MDR-first approach, but if a client has another security

"With Sophos MDR, we have a leading team of experts on hand and ready should an incident occur. That's something we don't have the capacity to do in-house, but with Sophos we know they're ready to act in the event of a threat or attack at any time."

Craig Faiers, Commercial Director, Arc Systems

stack in place, Arc Systems can also bolt on Sophos MDR if required. If clients wish to add or remove users, the monthly fixed fee makes it very easy to do so.

Business Benefits

Arc Systems experiences significant benefits from the MSP partnership and Sophos MDR, both for its own business growth and operations, but also for the security and peace of mind it provides to its clients.

In addition to knowing that the Sophos team is ready 24/7 to respond to any threats, the partnership also enables Arc Systems to cross-sell and upsell security solutions, which has enabled the business to grow and expand.

Arc Systems Commercial Director Craig Faiers highlights another key benefit as being the speed with which Sophos acts in the event of an incident. According to Craig: "If you look at the stats you can see that Sophos responds within 34/35 minutes and that's rapid. If we were to do this in-house it would take a lot longer. With Sophos MDR, you've got that expertise working quickly right alongside you the whole time."

Craig lists additional benefits of working with Sophos as being:

‣ An easy-to-use and intuitive platform

‣ The ability to manage everything through Sophos Central with just one login

‣ The functionality to easily change or upgrade a solution for clients

‣ Full support and consulting from the Sophos team as and when needed

‣ Training and learning from Sophos on emerging threats and evolving solutions

‣ A comprehensive service that supports business growth

"I would say, if you're considering going down the MSP route then don't hesitate to contact Sophos. Working with the Sophos team is great and we're looking forward to seeing how their technology and services continue to evolve in the future."

Craig Faiers, Commercial Director, Arc Systems

To find out more about Sophos solutions or if you are interested in becoming a Sophos Managed Service Provider, email MSPSalesUKI@sophos.com

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