

OpenDNS for Managed Service Providers: Sagiss



Website: www.sagiss.com
 Industry: Managed Service Provider

Overview

Sagiss is a managed service provider (MSP) based in Dallas, Texas. The company has been serving small and medium businesses in the Dallas region since 1992, and serves approximately 70 customers. In total, they manage 3,000 desktops and servers. Services provided by Sagiss range from handling all IT functions for a customer, to working with in-house IT personnel, to providing access to their tool suite for project based work. Sagiss has been included in the *MSP Mentor* 100 list for the past three years.

The Challenge

Managing Diverse Network Needs

Sagiss manages 3,000 desktops and servers for 70 different customers. Running a successful MSP like Sagiss isn't without its challenges. "It isn't like managing 3,000 seats in one enterprise where everyone has the same set up," explained Jim Lancaster, Sagiss' founder and CTO. "Networks come in all different shapes and sizes. Being able to adapt is critical. What we're looking for is that type of flexibility."

Additionally, many of their customers, while based around Dallas, have remote offices as well. This further complicates setting up and deploying new systems that require hardware and an on-site presence. For many of Sagiss' customers, purchasing an appliance for each location is prohibitively expensive.

The Cost of Malware Cleanup

Sagiss historically used an old school method for malware prevention that consisted of firewalls and anti-virus software on the desktops and servers. Despite the precautions and defenses they had in place, machines were still getting infected with malware on a semi-regular basis. Lancaster looked into using ScanSafe, but found it too cumbersome and expensive to deploy across a wide and varied customer base.

Still, Lancaster knew more was needed. Cleaning up infected machines was taking up a significant amount of time — up to several hours in some cases and even more if a machine had to be rebuilt. "For us, our inventory is our time," explained Lancaster. "Time we wasted disinfecting machines took time away from more productive work like preventative maintenance, or projects. It was also hampering our ability to take on new customers without adding more staff."

The Solution

OpenDNS for Managed Service Providers allows qualified MSPs to offer their customers an MSP-branded version of OpenDNS® Professional™. Choosing OpenDNS for Managed Service Providers allowed Sagiss to deploy a cloud-based solution that offered both best-in-class malware protection and customizable Web content filtering.

Simple Speedy Set-Up

Setting up OpenDNS™ takes just three steps for Lancaster and his team. The first step is to set up the customer on the OpenDNS MSP portal. The second is to head to the dashboard and create a network and associate it with the customer. "I can customize at this point, by setting up statistics and custom Web filters," explained Lancaster. Once Lancaster and his team points a customer DNS server to OpenDNS, initial set-up is complete.

The Challenge

Malware protection for 70 different customers and 3,000 desktops and servers. Each customer has unique needs and requires a flexible malware protection solution.

The Solution

OpenDNS® for Managed Service Providers™ allows MSPs to set up and manage malware protection through an easy-to-use Web interface. Deployment takes only minutes, and each network offers a Web content filtering and reporting options that can be managed by the customer.

OpenDNS for Managed Service Providers

OpenDNS for Managed Service Providers gives MSPs the ability to offer OpenDNS Professional to their customers. A Web portal for MSPs gives them all the access they need to manage their clients' malware protection, Web content filtering and reporting. Updating a customer network does not require an on-site presence — networks can be updated anywhere there's Internet access.

All Sagiss customers are now being set up with OpenDNS for faster DNS resolution, content filtering, and malware protection. "If a customer wants to manage the Web filtering themselves, it's very easy to set up," Lancaster said. "The beauty of it is it is a win-win for both the customer and us. The customer can tailor the filtering to their exact needs and it saves us a tremendous amount of time. It's truly a wonderful feature."

The End of Malware Infections

Since deploying OpenDNS Professional, Sagiss has not had to clean up a single malware infection. "We have been astounded by the results," said Lancaster. "OpenDNS stops malware before it even reaches our customers' firewalls by filtering for malware at the DNS query. It's been a great addition to our malware defenses."

Based on the success of the initial roll-out of OpenDNS Professional Sagiss did for a few of their customers, they've now begun including OpenDNS Professional as part of the basic features they include for all customers. The benefits of malware free networks are worth the cost of deploying OpenDNS Professional for all of their customers.

"For most of our networks, if we're spared from cleaning up one malware incident per network per month, it's more than paid for itself," he said. Their customers gain worker productivity, since they aren't losing their workstations due to infections, and Sagiss employees don't need to constantly be cleaning and rebuilding machines.

"I'm not spending two hours cleaning up malware, then I'm doing other things to serve my customers," said Lancaster. "I can make much more constructive use of my time."

Learn more about OpenDNS for Managed Service Providers

<http://www.opendns.com/start/msp>

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