DuoCircle

How a Strong Partnership Enables Arakÿta to Protect Its Clients from Phishing Attacks and Other Threats

CASE STUDY

"Our customers needed something that just worked. DuoCircle is easy to work with and willing to make it happen. Their solution is solid."

DENNIS SCHRODER,

President and CEO, Arakÿta

Highlights

Challenges

- Maintaining uninterrupted IT services for clients
- Providing powerful email security & phishing protection for clients
- Finding a reliable partner to help provide email support

Solution

- Powerful email security & phishing protection for Arakÿta & its clients
- Help with challenges beyond security, including email deliverability & authentication
- Price & service transparency, including à la carte options
- 24/7 tech support with quick, responsive service

Results

- White-glove implementation to fit Arakÿta's needs
- Always-on email protection & support to defend against malicious threats
- A partnership that puts Arakÿta's clients first

Challenges
Providing powerful & effective email protection via a trustworthy partner

Arakÿta is a multimillion-dollar IT management firm that leverages the latest technology to provide full-service managed IT services for a wide array of businesses.

Non-profits, financial firms, healthcare organizations, and many others rely on Arakÿta to manage everything from cell phones and desktops to cloud environments, compliance, and email security. To provide consistent, uninterrupted support, Arakÿta needs digital security partners it can trust.

But Dennis Schroder, President and CEO, had an issue. One vendor—whom Arakÿta relied on for phishing and spam protection—wasn't conducting business in good faith.

> "Our previous vendor unexpectedly sent an invoice, billing for more licensing than what was agreed. When I asked them, their answer was more-or-less, 'No, this is the deal,' and were unwilling to discuss it further."

Nobody likes surprise fees or sneaky licensing changes. But even worse is entering into a partnership that feels one-sided, especially with client safety and satisfaction on the line.

Dennis immediately began exploring other options. He considered five different solutions. DuoCircle was the best fit.

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Solution

A multi-layered approach to email security backed by a responsive team

DuoCircle provides cloud-based email security for Arakÿta and its clients, including spam filtering, phishing protection, and advanced threat defense. It proactively prevents phishing attacks, malware, ransomware, malicious links, fraud, spam, spoofing, and other malicious attacks—all in real-time.

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> Dennis says, "We really like the real-time phishing protection and URL scanner. It helps minimize people going to websites that are not safe and secure."

But while the promise of true real-time phishing protection drew Dennis to DuoCircle, it wasn't the deciding factor.

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> He explains, "At the end of the day, we needed a solution that would work for our customers. DuoCircle was capable and willing to make that happen. Their team was easy to work with, which enabled us to implement as quickly as possible."

At DuoCircle, every solution is available as a package as well as à la carte. This allows clients to address a specific issue, such as phishing, tenant migration, DMARC reporting, or SPF flattening management, without paying extra for features they don't intend to use.

Arakÿta engages DuoCircle not just for enterprise-grade email security, but also for support across a wide range of email challenges, including deliverability and authentication issues.

As a Managed Service Provider (MSP) Partner, Arakÿta also receives full access to technical and non-technical training for employees, white-glove onboarding, and 24/7/365 technical support. DuoCircle's all-inclusive dashboard makes it easy to manage customer accounts in one place.

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"DuoCircle's solution is great; it does what it's supposed to do. But what sets DuoCircle apart is that the team stepped in to help us implement. The support is excellent," Dennis says.

Results

Real-time protection for every click, on every device

Dennis understands that email is the number one vector for sophisticated threats targeting his clients. He's not willing to roll the dice on their safety, so he only works with the best.

With DuoCircle, he's able to assure customers that they have malicious URL protection for every click, on every device. Thanks to real-time link checking, they're in safe hands.

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"Our customers needed something that just worked. DuoCircle is easy to work with and willing to make it happen. Their solution is just solid," he says.

While Arakÿta's customers get data security they don't have to think about, Arakÿta gains a valuable partner. Finally, they have the transparency and flexibility they always wanted.

Few things are more important than being able to trust your security partners to care about your customers as deeply as you do. With DuoCircle, Dennis has that peace of mind.

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"I've been doing this a long time and I've dealt with a lot of support teams over the years. I've dealt with a lot that are not good, but DuoCircle has been super," he says.

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Get enterprise-grade email technology, without the enterprise pricing.

Join the MSP Partner Program and see how DuoCircle can benefit you and your clients.

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