How an MSP cut malware-related support tickets by 45%

Netstar improves endpoint security and frees IT teams for higher-value work with OpenText Core Endpoint Protection

In 2002, Mit Patel established Netstar not only as an IT support partner, but also as a trusted adviser for his clients' entire IT infrastructure. Netstar has more than 150 managed clients across three verticals—financial services, property, and professional services.

Since then, technology and client needs have shifted, particularly in terms of cybersecurity. Determined to help clients realize how critical the security of their business is, Netstar guides them towards IT and security solutions that elevate their businesses and help enhance their success.

Challenge

In 2015, Netstar's client base began experiencing a variety of issues with malware infections that Netstar's previous antivirus solution wasn't catching. Not only did these infections slow down systems and impact clients' ability to work, they also affected the productivity of Netstar's own team, since technicians suddenly had to devote so much more time to manual infection remediation and system reimaging.

Because Netstar technicians were devoting so much time to infection handling, client trust and satisfaction started to decline. Patel says he realized his business no longer had the resources to focus on its original goal of providing strategic business IT consulting. That's when he decided it was time to research a new antivirus provider.

With its cloud-first mentality, Netstar began looking for a product it could deploy remotely through its existing ConnectWise RMM. "Ultimately, we wanted an antivirus product on a SaaS platform that could easily scale and solve customer problems, while keeping clients free from infections," Patel says. "That's when we discovered OpenText."

Solution

After evaluating OpenText™ Core Endpoint Protection, Netstar deployed the solution to clients right away. The no-conflict design meant the company could roll out the new solution even while the old antivirus product was still in place, so clients wouldn't experience any gaps in their protection.

Patel notes that the centralized management capabilities within the OpenText Cybersecurity solutions console were ideal. "It was easy to keep systems up to date and deploy updates remotely and we could keep an eye on clients' environments with the press of a button," he says. Additionally, automated billing through OpenText Cybersecurity automated increases efficiency for Netstar ands its clients.

netstar

Industry

Managed service provider (MSP)

Benefits

- Time savings: 45% reduction in service tickets relating to viruses and machines slowing down
- Efficacy: 29% reduction in virus-related downtime

Products & services

- OpenText Cybersecurity solutions
- OpenText Core Endpoint Protection

See Endpoint Protection in action

Start interactive Tour ›

"The impact was immediately noticeable. OpenText Cybersecurity detected viruses sooner. Deployment was easy and could be done with our previous antivirus still running."

Mit Patel
Founder & Managing Director
Netstar IT Support

"Our clients are happier," Patel says. "They experience significantly fewer viruses and less downtime. Best of all, they are now able to focus on growing and developing their businesses. Plus, our engineers are happier because they don't have to worry about cleaning up viruses."

Patel says his team has been very happy since deploying OpenText Core Endpoint Protection. "It does exactly what it's supposed to do: it catches viruses without a big footprint on systems."

Reduced admin time means more focus on helping clients succeed

By partnering with OpenText Cybersecurity, Netstar reduced the amount of admin and remediation time required to handle cybersecurity for its clients. The team could devote more time and resources to strategic technology consulting and digital transformation services, working with clients toward overall business growth and success.

Patel has also hosted numerous webinars, written blogs on cyber safety, and facilitated cybersecurity awareness training for clients and employees, particularly focused on helping with the rise in remote and hybrid work. "Remote workers are even more likely to click a fake email or download something they shouldn't, so it's important to teach them strong security practices."

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"With happier customers and more time on our hands, we were able to renew our focus on areas where we can make the most impact with our customers. We don't just provide infrastructure support; we solve major IT problems for businesses. We call it 'digital transformation'. That's our strength and it's what our customers rely on us to provide."

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Founder & Managing Director
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