

Symmetric IT Group

How OpenText Cybersecurity improves compliance management

Symmetric IT Group has been servicing small to medium size businesses (SMB) since 2008, providing managed IT services, information security, business continuity, enterprise solutions, and co-managed IT solutions. Its main goal is to provide enterprise-level IT practices and solutions to the SMB sector with small business prices.

Cloud growth and cybersecurity risk for SMBs

Cybercriminals are getting smarter in their efforts, and staying protected requires an innovative approach. This is where Symmetric comes in.

Across a wide range of SMB industries, Symmetric specializes in identifying technology gaps as well as business and cybersecurity risk. The Symmetric team then improves, protects, and monitors its clients' systems for peace of mind.

"With the cloud, many of our clients see great opportunities to reduce their IT footprint and streamline their business," said George Lakiotis, Symmetric CEO. "Although this is good news, the cloud also brings with it an expanded attack surface, and even a slight Microsoft 365 misconfiguration can have disastrous consequences. We partner with OpenText Cybersecurity to provide a multi-layered cyber resilience approach to keep our clients' data and systems safe."

Regulatory compliance and cyber insurance needs

Most SMB companies need to comply with industry-specific data privacy regulations, such as HIPAA for healthcare. The Symmetric team has also noticed a trend toward purchasing cybersecurity insurance policies. This often comes with its own stipulations on what security software measures the client needs to implement to ensure payout in the unfortunate event of a data breach.

Many Symmetric clients leverage Microsoft 365 to run their business. This includes email security management, and encryption means users can confidently share content internally or externally.

"Microsoft 365 is constantly changing. There is so much to keep up with. It can become a training burden," Lakiotis said. "We prefer introducing our clients to a consistent approach with the Secure Cloud Platform. This includes OpenText's email threat protection and encryption, backup for SaaS environments, and digital communication archiving. The platform approach is cost-effective and enables us to pass that streamline the operations of managing our client base."



Industry

Managed service provider (MSP)

Benefits

- Multi-layered cyber resilience and single platform approach
- Improved regulation and insurance compliance
- Great support experience
- User-friendly and highly effective solution

Products & services

- OpenText™ Core Email Threat Protection
- OpenText™ Core Email Encryption
- OpenText™ Cloudally Backup
- OpenText™ Core Business Communication Archive

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George Lakiotis
CEO
Symmetric IT Group

Backup and email archiving for compliance

Data backup is important in the overall mix. OpenText™ Cloudally Backup enables rapid recovery of SaaS data and reduces the impact of data loss. Intuitive, automated, and secure SaaS backup improves recovery time in the event of an emergency. As a result, businesses can enhance their overall cyber resilience and business continuity.

“Our clients need data backup for legal and compliance reasons,” Lakiotis said. “We love OpenText Cloudally Backup as it is a simple set-and-forget solution, unlike traditional backup tools. It works perfectly paired with OpenText Core Business Communication Archive, enabling proactive regulatory compliance with cloud-based email archiving of over 50 data sources, including Microsoft Teams, which many of our clients use.”

User-friendly and effective secure cloud platform

OpenText provides an easy-to-use management portal for the Secure Cloud Platform solutions. This unified platform approach is valued by partners and cuts down on training requirements when new staff join.

For those partners with proactive clients, OpenText Secure Cloud Platform includes a central cloud console so that clients can access and manage their security solutions directly.

Lakiotis says Symmetric remains loyal to OpenText Cybersecurity solutions because “we love the personal touch with OpenText and really appreciate the knowledgeable support we receive. And, from our clients’ perspective, we clearly see the value of the OpenText solutions.

“We’ve blocked hundreds of thousands of attacks in our client base, and we can see the effectiveness of the solutions in our own environment, where malware and phishing attempts are routinely blocked. The low level of support tickets we receive for OpenText Cybersecurity solutions from our clients tells us that user satisfaction is high, and the solutions are doing their job.”

For Lakiotis, the value of a unified platform goes beyond day-to-day security. It shapes how his clients think about long-term regulatory compliance strategy.

“With operational maturity comes a more strategic compliance-led approach. We find our clients are more interested in a unified approach rather than piecemeal products so that they can effectively address their cybersecurity insurance and compliance requirements at their core. OpenText is the best partner for us to achieve this and allow our clients the freedom to do what they do best: run their business without worrying about cyber resilience.”

George Lakiotis
CEO
[Symmetric IT Group](#)

Resources

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