



Datto SaaS Defense Helps Intuity Technologies Enable Safe Post-Pandemic Working

The platform is an integral part
of all of the MSP's service bundles



“
Our customers trust us
to deliver technologies
that protect their
businesses. Datto SaaS
Defense is now integral
to maintaining that trust.”

Seamus Quinn,
Managing Director,
Intuity Technologies



Intuity Technologies has moved to a bundled service model for its entire client base. Robust, comprehensive security is a critical component of these services and is provided through Datto's SaaS Defense platform, which keeps email, Microsoft Teams and other Microsoft 365 channels safe from cyberattacks.

- Datto's solution delivers reliable security for new hybrid business communications
- SaaS Defense secures Microsoft 365 from inside and out
- Intuity Technology's clients benefit from email security across all business touchpoints

For managed service providers (MSPs) like Intuity Technologies, the IT landscape has massively changed over the last two years. Headquartered in Galway, Ireland, and with offices in Dublin and Roscommon, Intuity Technologies has been a trusted IT partner for 40 years and a Datto partner since 2014. With 70 staff, it delivers IT services and solutions, as well as secure, managed print solutions to clients in Ireland, the UK and the USA and across multiple sectors including MedTech, Construction, Legal and Financial Services.

As a company that understands the specific needs of its clients – especially the security concerns – developing new service packages with cybersecurity at their centre has been the driving force behind the services Intuity Technologies delivers. The MSP has recently moved to offering bundled service packages at varying price points, with cybersecurity a central component of these bundles.

As part of the transition, Seamus Quinn, MD of Intuity Technologies, carefully considered how the company could offer clients a more streamlined and integrated email security solution. As working practices change and the threat perimeter has expanded to the homes of remote workers, it has become essential to ensure email and Microsoft 365 – which continue to be key communication channels for many businesses, as well as popular cyberattack surfaces – are secure.

“An audit of our current cybersecurity applications and services showed us we had several email defence applications deployed,” Quinn explains. “We could see that we needed to rationalise this and upgrade how we approached email defence for our customers.”

Already relying on Datto's Autotask Professional Services Automation (PSA), business continuity and remote monitoring and management (RMM) solutions, the MSP chose Datto SaaS Defense as its single security platform for email and Microsoft 365.

Datto SaaS Defense is an Advanced Threat Protection (ATP) security solution specifically created to protect Microsoft 365 users. Designed exclusively for MSPs, the cloud-based solution protects against ransomware, malware, phishing, Business Email Compromise (BEC) and spam, offering MSP clients integrated and intelligent threat detection across Microsoft 365.

“Datto SaaS Defense is so much more than a spam filter for potential malicious messages; it has become an important security tool in our overall armoury,” says Quinn. “We were impressed with its 360-degree approach to protecting everything inside Microsoft 365 and its ability to watch communications channels for potential security breaches. We are seeing more sophisticated attacks against our client base, such as spear phishing, but thanks to its Artificial Intelligence (AI) engine, SaaS Defense detects and automatically blocks even previously unknown attack vectors.”



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“It’s a powerful shift in how we can help our customers combat the evolving threats they face. A threat perimeter that begins within our customers’ email systems means they have powerful protection against security breaches,” he adds.

Being able to mitigate potential malicious email attacks that could impact mission-critical systems is now an integral component of the support Intuity Technology offers to its customers. The MSP has consolidated its email security services onto Datto’s platform and is currently migrating all its clients to SaaS Defense. Datto already protects around 7,500 seats across 100 customers, and the MSP expects to double that number by the end of 2023.

Activating SaaS Defense for new users only takes a few minutes; the self-learning platform works entirely in the background to protect the customers from malicious attacks. The team at Intuity Technology has also been impressed with the clean, easy-to-use user interface, which provides daily digest reports of the threats that have been blocked. As a largely automated solution, the platform saves Intuity Technologies staff significant amounts of time and, at the same time, provides peace of mind that customers’ systems are reliably protected.

The future will undoubtedly see continued malicious attacks targeted at email. For Intuity Technologies, having a comprehensive and integrated service that can mitigate these attacks is a significant advantage.

Take a look to see how Datto SaaS Defense can help you enable safe post-pandemic working.

About Datto

As the world’s leading provider of cloud-based software and security solutions purpose-built for delivery by managed service providers (MSPs), Datto believes there is no limit to what small and medium businesses (SMBs) can achieve with the right technology.

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