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SaaS Defense:
A multi-pronged approach to a changing business landscape

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Charles Love
Director of Service Operations

SHOWTECH

As the transition to remote work continues and looks to become a more permanent move for many companies, MSPs are finding they need a robust, reliable security solution that protects more than just email. One that includes SharePoint, OneDrive, and Teams working silently and automatically to detect and prevent unknown malware attacks as soon as they are encountered.

For ShowTech Solutions, a Florida-based provider of enterprise-level IT practices and solutions to the small business sector, their search found many traditional email security solutions were not looking at the network beyond email. Additionally, almost all were dependent on the data of previously known threats and their penetration modes, thereby leaving protection gaps for new, unknown threats.

They looked to Datto for options. "We needed a more forensic solution. We needed a here is why it's been caught and what the answer is. None of the current solutions on the market we saw "lifts the covers."

Rise of ransomware.

Ransomware continues to grow, and the most popular and effective method for delivering it is email. Still, as more solutions come to market combatting email threats, the risk to other SaaS-based applications will become vulnerable.

The team at ShowTech understood this and they needed a turnkey solution that was robust yet easy to deploy. A flexible solution to lessen the threat protection gap and provide an extra, multi-layered security strategy with detailed reporting showing visibility into why an email, document, or chat was flagged as malicious so they could demonstrate product value. "Everyone has a phishing tool. We need something that is more agile to deploy."

The next generation for SaaS Defense.

Datto Saas Defense was designed to proactively monitor, detect, and stop the unknown cyber threats that other solutions miss with added data-independent technology designed to analyze the composition of a safe email, OneDrive file, SharePoint site, and Teams chat. This was compelling for ShowTech, particularly for their security-conscious clients moving to Teams as SaaS Defense was catching things other solutions didn't and in this example does it much faster.

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> **I CAN DOWNLOAD THE FILE MYSELF WITHOUT EVEN HAVING TO BOTHER THE CUSTOMER. I CAN GO RIGHT TO SAAS DEFENSE AND FIND IT WITHOUT WASTING MY TIME OR THE CLIENTS' TIME, AND I CAN DO ALL OF THIS WITHIN 5 MINUTES."**

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Because is not an answer.

"Our client was using a LinkedIn icon in their email signatures and used it when they sent out an email. SaaS Defense flagged it because of this icon. I went to the item, saw the quarantine and the reason. The icon they were using was from a known spamming site. I found the answer in seconds because of SaaS Defense. I was able to go back to the client with an answer so they could fix the signatures."

For many clients, "because" is no longer an acceptable answer. "Microsoft just says because it did." This answer in today's environment shapes an MSP to look like they don't know what is wrong or how to fix it.

The Datto difference - it's not just about email security.

"I can download the file myself without even having to bother the customer. I can go right to SaaS Defense and find it without wasting my time or the clients' time, and I can do all of this within 5 minutes."

Datto' supplied a two-prong approach for Show Tech Solutions with a genuinely unique tool in the next generation of SaaS Protection. Delivering an enterprise-class, threat protection, and spam filtering solution for the critical business data allowing an MSP the confidence that cyber threats are stopped as soon as they are encountered and the time to detection is minimized.

Discover how the Datto suite of products can provide your team with enterprise-class, threat protection, monitoring and reporting, and full backup and recovery options for a complete integrated solution with renowned support, training, and resources all from a single vendor.

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.

Corporate Headquarters
Datto, Inc.
101 Merritt 7
Norwalk, CT 06851
United States
partners@datto.com
www.datto.com
888.294.6312