



## **RedDoor IT Keeps Customers Secure with Datto SaaS Defense**

Next-generation threat protection delivers  
security across Microsoft 365 applications



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Technical Director,  
RedDoor IT



As its clients continue to embrace new ways of working, Managed Service Provider (MSP) RedDoor IT uses Datto SaaS Defense to protect users from malicious attacks on emails, shared drives and other communications channels.

- Datto’s platform provides comprehensive and integrated Microsoft 365 security
- RedDoor IT customers benefit from intelligent cybersecurity they can trust
- Invisible email protection can be deployed in minutes

Delivering world-class IT support services to businesses in London and the Southeast, RedDoor IT, based in Croydon, is a trusted partner that intimately understands the needs of its clients – from PC and server support to web hosting, cloud storage and cyber security. Founded on the belief that professional IT services are bespoke to each business, RedDoor IT prides itself on creating IT ecosystems that are efficient, cost-effective and secure.

During the pandemic, as businesses made radical changes to their processes and how they organised their workforces, robust and comprehensive cybersecurity was often lacking, especially within communication channels such as email. As RedDoor IT’s clients continue to navigate the pandemic and rely heavily on cloud solutions such as Microsoft 365, Sharepoint, and Teams, digital security is still critical to this new way of working. Microsoft 365 is the email environment of choice for RedDoor IT’s customers, so securing this channel against malicious attacks is crucial for business continuity.

RedDoor IT determined that having a comprehensive security system in place that is not only flexible but also integrated into Microsoft 365 is critical. Datto SaaS Defense was the perfect choice as it provides a full range of advanced threat protection features to defend against malware, ransomware, business email compromise and phishing attacks, giving RedDoor IT’s clients peace of mind knowing that threats are stopped at the first encounter before they can cause serious damage.

“As email remains a primary communications channel used by bad actors to infiltrate the systems of our customers, we wanted to ensure we had a robust and comprehensive defence system to offer our clients,” explains Barry Hannah, Technical Director at RedDoor IT. “Datto SaaS Defense was the clear standout application when we looked at the marketplace.”

Datto SaaS Defense is not a passive security application. On the contrary, the system is dynamic and intelligent – able to watch for malicious attacks by analysing the composition of a safe email, chat or document. Using machine learning, the solution can proactively identify and protect against zero-day threats across the entire Microsoft 365 suite, including Exchange, OneDrive, SharePoint and Teams. Given that security automation continues to expand, this level of intelligence was critical for RedDoor IT and their clients.

“The intelligence that is built into Datto SaaS Defense is very attractive,” says Barry Hannah. “We already use Microsoft’s security applications, but we wanted to ensure that when it came to email security, we had a system that was dynamic and able to learn based on each customer’s specific use of email. Datto SaaS Defense has that capability which, we feel, enables us to provide aggressive email security tailored to each customer’s needs.”



Email security has to be almost invisible to the user. Datto SaaS Defense runs completely in the background, taking much of the security burden away from the end user.”

**Barry Hannah,**

Technical Director,  
RedDoor IT



In addition, RedDoor IT was already using Datto’s backup and data protection solutions as well as Datto’s Autotask Professional Services Automation (PSA), so the MSP appreciated how the ecosystem of security and data management products Datto provides can work seamlessly together and are fast and efficient to install. Like other Datto products, SaaS Defense provides an intuitive administrative interface so that users need little or no training.

“The solution can be deployed in minutes, then we can use the reports to show our customers the threats it has blocked. This insight is valuable to understanding the nature of attacks and to delivering targeted user training where needed,” says Barry Hannah.

Security is a constantly evolving space – but as a cloud-based solution, Datto SaaS Defense always remains up to date, with new features available automatically. This enables RedDoor IT to stay at the vanguard of email security, as Barry Hannah explains: “The email security threats we see today will be very different from those we will see in just a few months’ time, so it was important to use a security system that grows and evolves as the threat landscape changes and advances. Datto’s SaaS Defense is the perfect solution to meet this challenge.”

With cyberattacks increasing in frequency and complexity, security has never been more important. RedDoor IT has taken a significant step to ensure their clients can use Microsoft 365 with a level of confidence that has not been possible before.

**Learn more about Datto SaaS Defense and see how you can secure your Microsoft 365 applications.**

**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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