

### About the Partner:

Business Information Solutions (BIS) is a full-service IT support company specializing in comprehensive IT solutions to businesses on the Gulf Coast. They exist to accelerate the success of clients by consistently giving more in value than they take in payment. Their team of technology experts and industry-certified Systems Engineers are equipped to cover a broad spectrum of technology services. BIS takes on the responsibility of understanding your business and how your IT operation interacts with your employees, customers, and vendors. BIS is more than a "network repair shop"; they become your proactive technology partner. Their goal is to establish a long term relationship with you built on trust and effective solutions. BIS will be there when you need them and have eyes on your network 24/7.

*"Netsurion's support does a fantastic job. King is a key technical account manager who is extremely knowledgeable, and we had direct access to him. This was fantastic considering he knows the product inside and out, and knows what problem we are solving."*

*- Phillip Long, CEO, BIS*

### Why Netsurion

We sat down with Phillip Long, the CEO and Sr. Security Officer of BIS, to hear first-hand about what their challenges were and why they chose to partner with Netsurion. Phillip's role at BIS is their senior executive leader, but he also is directly involved in consultation and meeting with clients. He met a Netsurion team member at a Robin Robins event, at a time when they were looking for a SIEM (security information and event management) due to the ever-increasing threats to their clients.

"At the time that I discovered Netsurion, security had been on our minds for a while," said Phillip. "We had evaluated several offerings, including a Continuum solution with a SOC (security operations center)." BIS chose Netsurion after speaking with engineers about the technical capabilities of Netsurion's EventTracker Essentials SIEM with SOC (now also with EDR), plus the co-managed services aspect. "Netsurion's co-managed SIEM was flexible enough to allow us to get our hands in it, while also enabling us to be backup to their SOC," said Phillip. The Netsurion EventTracker SOC became an extension of the BIS team, providing additional resources that they didn't have previously.

*"We gained a co-managed SIEM that was customizable. We could keep watch ourselves, but we also had big brother (EventTracker SOC) with eyes-on-glass 24/7 too." - Phillip Long, CEO, BIS*

### Onboarding and Quick Wins

Before launching it to clients, BIS carried out careful internal testing. At the time, BIS was in the process of putting together a security team to discuss internal and external threats. "When we went live internally with EventTracker Essentials, it helped us make adjustments that would not have been visible to us without it," said Phillip. "We made a lot of internal changes based on activity that EventTracker Essentials was making visible."

"Our primary focus was on security, and this partnership empowered BIS to grow 29% in 2019," said Phillip. In support of this, the BIS marketing team does a tremendous job of creating awareness, and the company overall leads with a thoughtful mission and culture. BIS plans and executes lunch and learns, monthly webinars, social media campaigns, and security education to raise awareness.

"We lead with an educational and consultative approach," said Phillip. "You have to help the consumer develop an understanding of where risk lives and walk them down the road to a solution to their issue."

"Netsurion interfaces well with ConnectWise Automate (RMM), so the deployment was easy," said Phillip. "We simply set a script and automated to push it out efficiently." After rolling out, the BIS team learned about various reporting features. Overall, it took about 30 days to listen (tune) the SIEM.. "This is the reason we wanted to go with Netsurion," said Phillip. "They made it easier for us."

From a support standpoint, BIS is happy with the team and process overall. Phillip felt the current process went smoothly and he got the support he needed, when he needed it.

"Netsurion's support does a fantastic job," said Phillip. "We can easily get a hold of someone via email or phone. King is a key EventTracker Essentials technical account manager who is extremely knowledgeable. We had direct access to him, which was fantastic considering he knows the product inside and out, and knows what problem we are solving."

### Top Three Benefits Realized

Since deciding to partner with Netsurion and launch EventTracker Essentials co-managed SIEM, the team has realized very positive results. According to Phillip:

- 1: "We've enhanced security for clients and for BIS. The more secure we make our clients, the less risk we have as an MSSP."
- 2: Netsurion's product and service works well and is easy to deploy. The team stands behind the product and works with us to ensure we are supported and effective.
- 3: Security services are one of the most profitable products we offer and we've been rewarded for it.

"My overall sentiment is that everything has gone extremely well and I appreciate the partnership" said Phillip. "We have been successfully using the product to prevent, detect, and respond through alerting and taking action by disconnecting

machines. I also appreciate the extra set of eyes with the EventTracker SOC."

"I'm happy to recommend Netsurion and it's offerings, as an MSSP partner," said Phillip. "The price point is reasonable for the average SMB and it's an easy add-on for MSPs and MSSPs to protect clients."

BIS sees what they are doing with this partnership as doing their due-diligence for their own business and their clients. Phillip said, "SIEM and SOC today is critical in today's environment and Netsurion's EventTracker Essentials has been a feasible way for BIS to get powerful threat protection to clients that would not have normally been able to afford it."



Netsurion powers secure and agile networks for highly distributed and small-to-medium enterprises and the IT providers that serve them. In such environments, the convergence of threat protection and network management are driving the need for greater interoperability between the NOC (network operations center) and the SOC (security operations center) as well as solutions that fuse technology and service to achieve optimal results. Netsurion has converged purpose-built network hardware, innovative security software, and flexible managed services. The Netsurion Partner Program is designed specifically to empower VARs, Sales Agents, and MSP/MSSP organizations to meet the growing connectivity demands of customers while generating new revenue streams without the risk of additional overhead costs. The program offers a robust portfolio of solutions whether you are interested in our SD-WAN, firewall, or SIEM solutions, we're here to make it easy for you. [www.netsurion.com/partners/become-a-partner](http://www.netsurion.com/partners/become-a-partner)

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Partner Program