ThreatDown™
Powered by **Malwarebytes**

Abbeycomp IT Solutions Trades Troubled Performance for Reliable Endpoint Security

Founded in 2002, Abbeycomp IT Solutions began its operations in the basement of Abbey Road Baptist Church in North West London. Over the years, the Managed Security Provider (MSP) expanded, driven by its unwavering commitment to delivering efficient, responsive IT solutions tailored to the creative sector.

With a dedicated IT team, Abbeycomp consistently provides a full range of services, from pre-sales engineering to ongoing support for the software, SAAS and server technologies used in creative agencies. However, the MSPs previous security solutions began posing a few challenges for their endpoint protection, this was due to connectivity issues and a cumbersome process to set up central management.

> "ThreatDown operates quietly and efficiently in the background, ensuring our systems are secure without any fuss. Its intuitive portal and protective abilities not only make it easy for our team to manage, but also enhance our business relationships with our clients."

John Scrivener, Managing Director
Abbeycomp IT Solutions

Transitioning with Ease

The shift to ThreatDown, powered by Malwarebytes, was an easy one for Abbeycomp, having often used the Malwarebytes free consumer tool to tackle day-to-day challenges. "Our team has always been a big fan of Malwarebytes," Scrivener said. "Over the years, it's been a go-to solution for us, time and time again. It was those positive experiences that convinced us to bring ThreatDown EDR into the heart of our business operations."

abbeycomp™

Partner-at-a-glance

Customer - Abbeycomp IT Solutions

Endpoints - 1000 seats

Industry - Information Technology
                (MSP partner)

Country - United Kingdom

Displaced Solution - ESET

Pain Points

- Complex Management and Installation
- Connectivity and Compatibilty issues
- Inadequate Central Managment for Mac Systems

ThreatDown Solutions

ThreatDown EDR
(Endpoint Detection & Response)

A user-centric design was valuable from the outset to the Abbeycomp IT team. More streamlined interactions meant that the team could focus on their core tasks without constantly grappling with software intricacies. "When you go into the ThreatDown portal, it's very intuitive and very clear," said Scrivener. "Even without extensive training, our team could navigate through the platform with ease."

Ensuring Uninterrupted Operations and Client Satisfaction

One of the standout features of ThreatDown for Abbeycomp was the solutions non-intrusive nature. While providing robust security, ThreatDown EDR ensured that the daily operations of Abbeycomp and its clients remained unhindered. "After we rolled out ThreatDown to our clients, it just fit right in. On every computer, it worked smoothly and quietly without any issues," Scrivener said.

The smooth operation of ThreatDown had a ripple effect. Not only did it bolster internal confidence in their cybersecurity measures, but it also positively impacted client relationships. With fewer disruptions and a reliable system in place, Abbeycomp could promise and deliver consistent service quality to its clientele, further solidifying its reputation in the industry.

Results

- **Performance Improvement:** Unlike the previous solution, ThreatDown runs seamlessly in the background without affecting computer performance
- **Efficient Central Management:** With the ThreatDown portal, the team can easily monitor and manage endpoint security
- **Robust Support:** Regular check-ins and training sessions conducted by the Partner Success team ensure the MSP stays updated and maximizes the benefits of the solution
- **Peace of Mind:** The switch to ThreatDown has brought confidence and assurance to both Abbeycomp and its clients

"We've integrated ThreatDown, powered by Malwarebytes, across all systems we manage, ensuring a seamless and reliable protection. Our team has always been a big fan of Malwarebytes, and the performance of ThreatDown only reaffirms our trust. ThreatDown EDR been a game-changer, working smoothly and quietly, allowing us to focus on serving our clients better."

John Scrivener, Managing Director
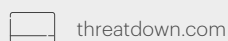**Abbeycomp IT Solutions**

Beyond Software

The transition to ThreatDown wasn't just about adopting a new security tool; it was about forming a partnership with a company committed to Abbeycomp's success.

Throughout Abbeycomp's journey, the quality of support from Malwarebytes stood out as a defining factor. "We don't have many tickets, because it just works," Scrivener said. "When we do raise things, we get a resolution quickly."

The relationship has been further enriched by regular check-ins providing insights and updates. "Having our Partner Success Manager keep us up to date with the OneView portal and all the briefings is amazing," Scrivener said. "The consistent support and education sessions are something the team even looks forward to."

ThreatDown™
Powered by Malwarebytes

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