DICT Raises the Cybersecurity Bar For Business Customers in Namibia

Increased connectivity in Namibia is leading to bigger exposure and greater vulnerability for organizations when it comes to cyber threats. Direct Information Computer Technologies (DICT) took note of the region's evolving threat landscape dynamics and increased its focus on offering security services for business customers.

For Axel Syring, CEO of DICT, engaging with prospective customers on how to better protect their organization and endpoints starts with a conversation on security awareness, noting that "one of our biggest challenges is to actually educate the customer and help them realize that they need to start focusing on cybersecurity." Recognizing that providing insights on security also helps build a trusting relationship, DICT takes the time to educate customers on the best way forward and relies on Malwarebytes as part of the process to show customers the current state of their security posture.

"Lucky for us Malwarebytes graciously supplies trial licenses that we can offer to our customers. It's always stounding how many malware infections Malwarebytes finds on a, supposedly, 'clean' network. Every single time, we make our case and win over the customer," said Syring.

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DIRECT INFORMATION COMPUTER TECHNOLOGIES

Partner-At-A-Glance

Customer
Direct Information Computer Technologies (DICT)

Solution
- Endpoint Detection & Response
- Endpoint Detection & Response for Servers
- Vulnerability & Patch Management
- DNS Filtering

Results
- Educates customers on need for cybersecurity through ThreatDown free trial
- Offers an affordable endpoint security service on a month-to-month OpEx billing cycle

ThreatDown
Powered by Malwarebytes

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Axel Syring, CEO
Direct Information
Computer Technologies
(DICT)

How does ThreatDown help DICT with security consistency and quality?

With a growing customer base, DICT is well on its path as the most sought-after MSP in Namibia. Two ingredients in the service provider's recipe for success: consistency and quality. These values are carried through in managing ThreatDown, powered by Malwarebytes, customer environments.

For managed ThreatDown Endpoint Detection and Response (EDR) customers, DICT security experts consistently perform the same tasks on a daily, weekly, and monthly basis to check the status of endpoint health and malware infections. Syring highlights that "the consistency in how we support our ThreatDown, powered by Malwarebytes, customers, for me, is very important. When we're consistent, our customers all receive the same quality service and that builds trust with our customers."

ThreatDown OneView, the centralized console for MSPs, supports DICT's mission of delivering consistent security services for its customers. The OneView dashboard provides DICT with efficient endpoint security management across customer sites. "At a glance, OneView lets us manage client licenses and see threats detections and endpoint data across our customer environments. We immediately have a good view of what's going on," said Syring.

Growing its endpoint security business with an OpEx pricing model

The ThreatDown, powered by Malwarebytes, portfolio of cybersecurity products along with the other products and services DICT provides, enables the MSP to offer business customers with well-rounded suite of security services. Budget is always a purchase consideration as with well-rounded suite of security services. Budget is always a purchase consideration as well, and given Namibia's economic climate in recent years, companies have largely moved to favoring purchases that are operating expenses (OpEx) over capital expenses (CapEx). ThreatDown EDR gives DICT a powerful endpoint security service to provide customers on a month-to-month OpEx billing cycle.

"Malwarebytes provides an affordable solution for our customers with an OpEx model that aligns with how businesses prefer to operate in Namibia. Combined with the free trial and monthly billing system that gives customers leeway, we can generate repeat business with our customers," said Syring.

Wins new customers

with strong cybersecurity partner solution

Empowers team efficiency

to procure, deploy, and manage customer environments

How did ThreatDown help DICT save a customer from a breach?

One of DICT's early customers was running an on on-premises Microsoft Exchange server. The customer had just approved change control to update Exchange with the latest software and vulnerability patches; however, it was too late. The Exchange server had already been targeted by the Hafnium zero-day vulnerability exploit, and the email services stopped working.

As a result, DICT had to act quickly and install a trial of ThreatDown EDR for Servers on the customer's machine. Once installed, ThreatDown blocked the high volume of 3,000 daily exploit attempts on the server. "Watching ThreatDown, powered by Malwarebytes, consistently at work successfully blocking each exploit attempt, gave us confidence so we could to turn our focus on getting the vulnerability fixed. The remediation would not have been possible without the insights ThreatDown provided into the customer's network," said Syring, adding that "not only did ThreatDown save the customer from a breach, ThreatDown extensively aided us in resolving additional vulnerabilities in the customer's environment. Needless to say, we earned a customer for life."

Learn more about Malwarebytes Partner Program