

CASE STUDY

A Sophos Platinum partner, Towerwall has a 22-year track record of providing advanced information security solutions and services to hundreds of companies in a broad range of markets, including higher education, financial services, and biotechnology.



Partner-at-a-Glance

Towerwall

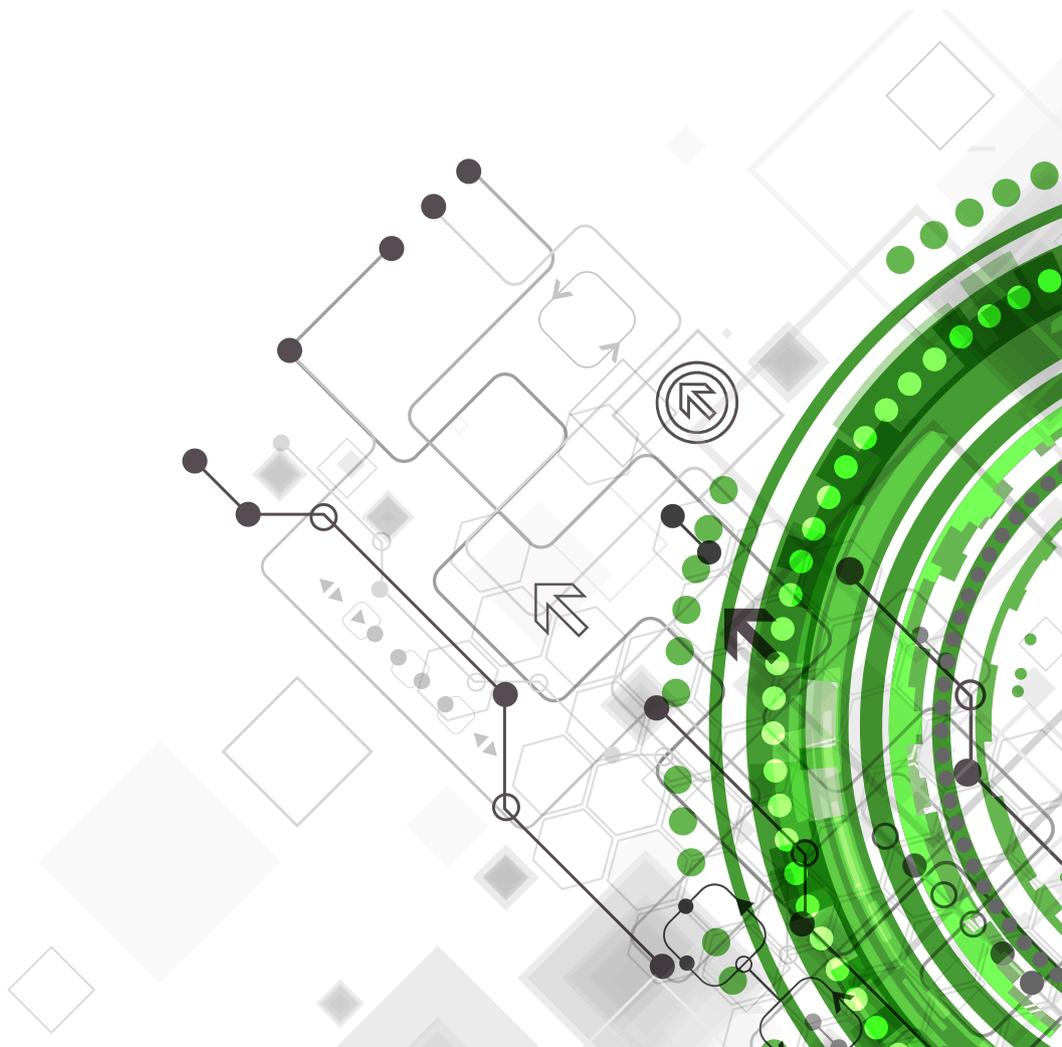
Industry

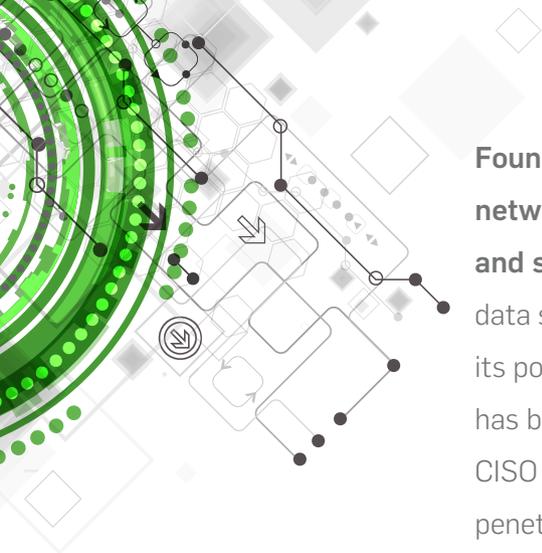
High Technology

Sophos Solutions

Sophos Network Protection

Sophos Enduser Protection





Founded in 1993, Towerwall offers comprehensive information, network, and Internet security as well as policy management products and services.

Towerwall was one of the first IT consultants to focus on data security technology — and Sophos was the first security provider in its portfolio. Initially operating as a value-added reseller (VAR), Towerwall has broadened its focus to governance, risk and compliance (GRC), virtual CISO and policy development, and vulnerability management including penetration testing and architectural reviews. The company targets small- to mid-sized organizations from 25 to 3,000 users in all industries, with proven success in higher education, finance, and biotechnology.

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MICHELLE DROLET
CEO
Towerwall

An Ever-Evolving Partnership

Towerwall understands the importance of building relationships with the right partner translates to client success. Over the years, Towerwall has seen the security landscape change and evolve dramatically. As a company, Towerwall is required to scale to meet the demands and requirements of their clients. “We walk, talk, live, and breathe data security and keeping our customers safe. Therefore, it’s critical for us to maintain premier partnerships with the leaders in information and Internet security,” explains Michelle Drolet, CEO, Towerwall. “We have a long and successful history with Sophos, and we’ve been able to see their solutions evolve over time and become better and better. Today, Sophos our preferred vendor and, by far, one of our top performers.”

It is imperative that Sophos can work directly with Drolet and team to meet Towerwall’s customers’ ever-changing needs. Based on experience and research, Towerwall has consistently seen 50% of IT security time dedicated to incident and event management, resulting in manual management, limited bandwidth, and unnecessary costs for customers. Realizing efforts could be made to save client time and total cost ownership, Towerwall took a closer look at the Sophos roadmap. Sophos’ Synchronized Security™, the linking of network and endpoint security to deliver protection by automating threat discovery, investigation, and ultimately response, will help Towerwall clients maximize resources. In parallel with Synchronized Security will be Security Heartbeat™, the capability which enables communication between Sophos Cloud Endpoint Protection and Sophos Firewall OS.

Implementing Synchronized Security with customers would allow Towerwall to save clients from the manual management of checking endpoint alerts and the time-consuming process of filtering through numerous network logs. A more proactive approach with Synchronized Security and the communication between endpoint and network would result in automated incident response, decreased outages, and reduced possible exposure to fines.

Drolet adds that Sophos' all-inclusive technology strategy is extremely appealing to clients such as MassBay Community College, which recently completed a comprehensive deployment of the Sophos Complete Security Suite, Sophos Mobile Control, Sophos Encryption, and Sophos UTM. "While other security vendors only provide add-on solutions, Sophos is the only one offering full protection in a completely integrated suite. Like many of our other clients, MassBay saw that Sophos was the best fit because it offers a holistic perspective on security."

Ensuring Partner Success

Towerwall values its status as a Sophos Platinum partner not only because the technology is meeting clients' security needs both now and into the future, but because it's good for business. "Sophos is a preferred partner not only for the superior technology, but also because it's truly a 'channel first' company that offers outstanding support – both from the executives and from the sales team," Drolet expresses.

Sophos' current solution set makes sense to Towerwall—allowing for products to be tailored based on specific need while still providing comprehensive protection to the client. "The Sophos strategy of offering endpoint bundles makes sense because it offers our clients a complete solution with fully integrated products for a single price. Organizations need anti-malware and application control, but they also need encryption and mobile device management. With solutions like the Sophos Enduser Protection bundle, we know we can give our clients the absolute best protection, for the best value," expands Drolet.

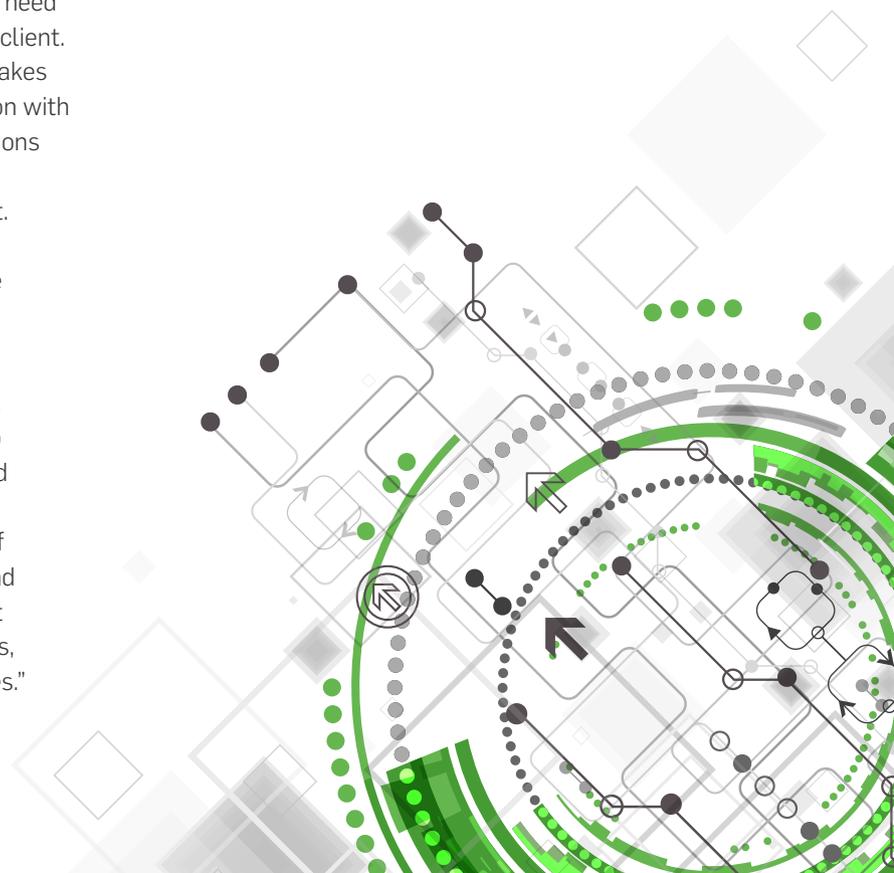
Towerwall's partnership with Sophos is a trusted relationship that offers a win-win not just for Sophos, but Towerwall and its clients. Drolet emphasizes two customers that purchased Sophos in the mid-90s and are still loyal Towerwall and Sophos customers. "We only have one reputation, and we're very protective of it. Our clients view Towerwall as a trusted advisor, and Sophos is a company in which Towerwall trusts. That reputation not only cements the deal with new clients, but helps us retain and build loyalty with existing ones."

A Roadmap for Clients' Future Success

Moving forward, Towerwall will continue to brief clients on the Sophos product roadmap – including Synchronized Security and Security Heartbeat. The Synchronized Security System moves incident response for Towerwall clients from a manual, reactive process to automated, proactive remediation. The Sophos Security Heartbeat is the industry's first synchronized link between the network and endpoint which will allow Towerwall customers to make faster and smarter decisions on behalf of their organizations.

"Synchronized Security and Security Heartbeat are really a wow factor for many of our clients because it is such a holistic approach. By linking network and endpoint security to automate threat discovery, investigation, and response, Sophos will be able to deliver unprecedented protection," Drolet remarks. "With malware and threat vectors constantly increasing, our clients are looking for complete protection at the desktop, endpoints, mobile devices, and the gateway. While other security vendors only provide add-on solutions, Sophos is the only company that's offering full protection in a completely integrated package."

Towerwall recognizes how revolutionary these advanced solutions will be to the security industry. Most importantly, the end result is that Towerwall clients will have the ability to significantly reduce the amount of time and money associated with incident response.



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“At Towerwall, we have worked long enough with Sophos that we’ve been able to see the solutions evolve and become not only more integrated, but simpler and easier for our customers to manage. If a process can be automated, we know we are improving the life of our clients. Currently, we are seeing our clients’ ROI with Sophos and we know Synchronized Security will drastically change the industry. We believe that Sophos is clearly more than the sum of its parts – it really is security made simple,” declares Drolet

Towerwall believes that Synchronized Security will help clients achieve better protection from advanced threats and significantly reduce the time and complexity of responding to security incidents. With Security Heartbeat, clients gain the ability to find the threat faster and identify the source almost immediately, while automating response time for instant protection. As Towerwall continues to work closely with the Sophos products, the future for Towerwall clients is promising.

“There will never be a perfect security solution that stops all the threats. But, with Sophos, we are getting close to perfect. Sophos’ Synchronized Security allows everything to talk to one another and that is truly is a game changer for the entire security industry,” concludes Drolet.

Learn more about Sophos
Synchronized Security today.

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