TeamLogic IT in Durham, NC Blocks 5,000 Attacks per day with Uplevel

Acquisitions don't just expand a company's customer base and core competencies, they also expand its attack surface. TeamLogic IT's expert service and national footprint, supported by Uplevel's right-sized security and remote management helped a leading lender streamline its onboarding of a recently acquired company and bolster security into the future.

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>
> Dan Thomas
> *Owner, TeamLogic IT in Durham, NC*

Provider

TeamLogic IT in Durham, NC

Customer

Multisite lending company

IT Challenges

- Quickly secure multiple lending offices of newly acquired company
- Enhance key business services such as voice and guest Wi-Fi

TeamLogic IT Solution

Replace traditional network equipment with Uplevel Systems' integrated gateway and firewall to improve performance and protect data

Business Benefits

- Blocks 5,000 attacks per day
- Ongoing customer savings
- Local presence when needed in any office
- Proactive support

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"Every customer is unique, so we design custom solutions to meet their needs," says Dan Thomas, owner of TeamLogic IT in Durham, NC. "To me, it's about being a strategic partner to our clients now and into the future."

To that end, the fast-growing provider of managed information technology (IT) services is using a managed service platform from Uplevel Systems to bring powerful, affordable options to its smaller clients.

"Uplevel represents a great solution for smaller companies that helps us deliver improved functionality and security at an affordable price point for our customers," says Thomas. Designed with the needs of small- to medium-sized businesses (SMBs) in mind, the Uplevel managed services platform delivers networking, high-quality Internet voice calling, remote access, guest Wi-Fi, and a range of file/data storage options — all at an affordable monthly cost with no upfront purchase required.

By not requiring customers to purchase equipment or user licenses, the Uplevel solution can deliver compelling upfront savings of up to $3,000 per location. The novel subscription-based pricing proves ideal for SMBs with multiple sites, including one of TeamLogic IT, Durham's fastest-growing clients, a Maryland-based financial services firm looking to extend its network infrastructure to satellite offices along the East Coast very quickly.

"Our client recently acquired another company and needed to connect those locations," Thomas explains.

"Most sites already had Internet-based voice services and at least one Wi-Fi access point. We were able to install Uplevel very quickly to improve voice quality and enable secure guest access to Wi-Fi, but the primary driver was being able to add business-class cybersecurity."

Small Business, Big Targets

"Smaller companies may feel like they're off the radar as far as hackers are concerned but this is far from the case," Thomas explains. "These businesses may be at even greater risk than large enterprises because having their Internet or voice systems fail can bring everything to a halt."

Because the Uplevel model does not require customers to purchase equipment or costly fees to renew licenses, TeamLogic IT finds the solution ideal for smaller clients and locations.

"Cybersecurity is becoming a bigger and bigger issue but most smaller sites do not have business-class firewalls in place and companies often can't afford to purchase them," Thomas adds. "Cash is king for small businesses and a large capital outlay is a real challenge. Uplevel really levels the playing field by keeping the cost down while providing the protection clients need. We can bring in the right capabilities at a very reasonable monthly rate without customers having to purchase firewalls."

Upon deploying services based on Uplevel technology at several client locations, the TeamLogic IT team gained insight into the attacks

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hitting the client on a daily basis – including as many as 5,000 attacks per day from port scanning from Russia and China.

"Uplevel dials in with the right level of security and makes it easier for us to administer and manage devices," says Thomas. "Competing off-the-shelf firewalls from other companies are priced too high for smaller businesses and more complex for our engineers to configure as well. We guarantee our clients a certain level of security and Uplevel adds a great layer of extra protection."

Support Completes the One-Two Punch

"Right-sizing" IT and cybersecurity for each client requires a lot of flexibility both in technology solutions and the companies who design them. "As a new company, our people wear lots of hats," Dan Thomas says. "The assistance we get from Uplevel certainly helps make our job easier. They have experienced engineers who respond with answers and tips on best practices very quickly. It's a rare one-two punch – a great product with a great team behind it.

Responsive service proves valuable as the financial services firm's network continues to expand.

"We might get a call saying we need to have another install completed within a week," Thomas says. "Uplevel has been very responsive and able to expedite equipment shipments so we could meet some tight turnaround times. We can also configure the system in less time than we could with off-the-shelf solutions and that helps us move even more quickly."

For customers, the ability to extend existing configurations to new sites means employees can travel between sites, log in from different locations and have everything "just work." Additional efficiencies arise when installations extend to other TeamLogic IT regions whose engineers are also familiar with the Uplevel solution.

An "Easy Way to Grow Business"

"The recurring services and support that Uplevel provides have definitely been a key piece in helping us grow our business," says Thomas. "The solution is fast, easy, secure, economical, and it simplifies the network environment. It's scaled really nicely for us."

Within its first year, TeamLogic IT in Durham deployed the Uplevel platform in more than 15 production networks. This includes the financial

services firm's rollout which quickly progressed to ten sites with many still to follow.

But for TeamLogic IT, the ultimate benefit is being able to tailor solutions to meet the needs of individual clients very quickly and easily. "The best part is that we get to go in and have great business discussions with owners of small companies and really help them understand how to get the most out of their technology," Thomas says. "At the end of the day, we feel confident that we can serve and protect them well with Uplevel."

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TeamLogic IT in Durham, NC Benefits	Customer Benefits
• Fast, easy install to 10 branch sites • Subscription model facilitated major customer network upgrade • Blocks 5,000 attacks per day • Fast issue ID & resolution via support	• No upfront investment to upgrade network, security • Rapid deployment across several states • Strong cybersecurity for customer info • Enhanced phone call quality and guest Wi-Fi

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