



**“For the win-win”: Uplevel and TeamLogic IT Knoxville Raise the Bar on Secure, Set-It/Forget-It Managed Service**

Most technology products claim to be ‘flexible’ and ‘secure’ but few achieve both in reality. That’s why TeamLogic IT of West Knoxville uses Uplevel’s managed infrastructure-as-a-service (IaaS) to deliver true “set it and forget it” managed IT to Tennessee businesses of every size.

The franchise standardized on Uplevel technology after learning about it from TeamLogic IT corporate a few years back. “Uplevel fits well into our managed services profile,” says Kevin Finley, Senior IT Advisor, TeamLogic IT West Knoxville. “The solution lets us take care of our clients’ network infrastructure—the central nervous system of their business—with turnkey options that work better for us as well.”

## Security first, last, and always

TLIT Knoxville prides itself on helping businesses adopt the latest industry best practices for cybersecurity. With smaller companies now a prime target for emerging attacks, the MSP offers awareness training along with Uplevel-driven defenses.

“Security is a very important advantage to us and to our customers,” says Finley. “Many companies haven’t had to think much about it before so we come in and tighten things up very quickly. We teach fundamentals like not having everyone operate in admin mode and keeping backups up to date. Adhering to best practices is huge.”

Uplevel’s integrated network infrastructure solution features a built-in enterprise-class firewall with advanced features such as domain and content filtering that help defend against ransomware and attacks that use known vulnerabilities. “Through attrition, we find some clients still use older devices that are no longer supported by vendors,” Finley says. “Nothing is bulletproof, but with Uplevel we know that they’re going to be on top of it. Clients can also block or unblock traffic from social media sites like Facebook or in one case from gambling sites. The flexibility is another nice selling point.”

## True anywhere/anytime access

While bolstering defenses, the TLIT-Uplevel solution lets companies easily and affordably expand their use of wireless, virtual private networks (VPNs), and remote access for “work from home” employees. In one of TLIT West Knoxville’s recent deployments, a manufacturing company used Uplevel access points (APs) to resolve Wi-Fi performance issues in its front lobby then extended coverage across the whole site.

“Before we put in Uplevel, the client had Sonic Wall APs and was experiencing issues picking up their neighbors’ Wi-Fi signals,” Finley recalls. “The Uplevel equipment solved the problem right away so they expanded coverage to let employees stream music and news on their smartphones while working in the main production area.”

Other clients use the solution’s “soft VPN” client to enable remote workers to set up secure access on their own devices. Supporting home-based employees got even easier and more affordable with the recent release of Uplevel’s small office/home office (SOHO) 4-port gateway.

“The new SOHO devices offer a great solution for customers that don’t require advanced features like active directory and domain filtering,” Finley says. “It makes for a very small footprint and an even simpler installation with less overhead.”



## The buzzword trifecta: Secure, flexible, and affordable

Since making the decision to use Uplevel in all new deployments, TLIT West Knoxville has added more than 20 clients ranging from law firms to property appraisers to manufacturing plants. The combination of proven expertise, cloud-based management services, and integrated hardware promotes flexibility in bundling services as well.

Uplevel's pure, always-current subscription model lets clients avoid upfront equipment costs of \$3K per site and includes regular hardware upgrades at no additional cost. In contrast, competing solutions such as those from SonicWall and Meraki require firewalls to be purchased outright leaving MSPs to recoup investments over time. Most vendors also require costly renewals and, in some cases, may cutoff Internet connectivity when a contract runs out.

"Other solutions were costing us a lot up front and we would have to maintain the software and submit renewal info to customers every year or so," says Finley. "We always look to keep our solutions simple and affordable but it was becoming harder and harder to reach our own revenue requirements. With Uplevel we avoid steep capital investments and can reduce support overhead in the process."

The subscription model lets TeamLogic IT and Uplevel keep businesses' networks current without having to invest in new or existing equipment. "Customers like the fact that their equipment gets replaced if anything happens, and that when it's time to upgrade something, we just schedule it for them," Finley says. "Clients don't need to pay for renewals and we don't have to factor future device support costs into the equation."

## And the real standout: Innovative day-to-day support

With change accelerating rapidly these past few years, clients call on world-class MSPs to get creative. TLIT West Knoxville consistently rises to the challenge often leveraging support from the Uplevel team.

"Uplevel helped us create a third-party VPN so one business could map its physical drives to a cloud environment," Finley recalls. "Instead of just using their regular site-to-site capabilities to secure data between company sites, the third-party VPN extends connectivity to the cloud by establishing a secure tunnel to the Uplevel device."

Along with the simplicity and reliability of the Uplevel devices, the flexible day to day support promotes a rare win-win-win. "It would be very difficult to get the level of service we get from Uplevel from SonicWall or Meraki," Finley says, "You could spend hours on the phone with other firewall providers and never get this same type of relationship. We're very appreciative of the service we get from Uplevel and the product speaks for itself. It's been a great fit for us and for our customers."







**uplevel**  
SYSTEMS

Uplevel Systems Inc.



971-770-2468



[info@uplevelsystems.com](mailto:info@uplevelsystems.com)



[www.uplevelsystems.com](http://www.uplevelsystems.com)