



Uplevel & Transmosis Help Computer Troubleshooters Scale Managed Security Services

With more cyberattacks taking aim at small and medium-size businesses, more SMBs look to their Managed IT Service Providers (MSPs) to keep their companies safe. To lead the way, Computer Troubleshooters of Greensboro adopted turnkey cybersecurity solutions from Uplevel Systems and Transmosis to build and scale enterprise-class managed security services.

“As an MSP, clients assume you’re taking care of security anyway,” says Emily Lugo, Owner/Operator at Computer Troubleshooters of Greensboro. “We’ve always done everything we could to prevent threats from turning into breaches, and to control and minimize damage or recover quickly when something bad did happen. But the risks keep growing.”

Computer Troubleshooters provides full-service, ‘all you can eat’ managed equipment and services to a diverse client base throughout the Greensboro, NC area. The MSP uses Uplevel’s infrastructure-as-a-service (IaaS) to deliver cloud-managed IT services that include supporting Microsoft licenses, desktop servers, switching, and Wi-Fi on an affordable monthly basis.

The Uplevel platform also brings enterprise-class security to SMBs with a built-in firewall, encryption, secure VPNs, and Active Directory services on an affordable monthly subscription basis. While the solution vastly improves security for most SMBs, the rise of ransomware and remote work inspired Uplevel and MSP partners to raise the bar.

“We had several clients with growing security concerns that wanted to make sure we were doing everything we could be doing to protect them,” says Emily Lugo of Computer Troubleshooters. “One law firm specializing in real estate recently became compromised when adversaries spoofed their emails to contact clients to wire money.”

Others, Lugo says, remain less aware of the risks. “Some clients initially think they’re too small to target and we have to shoot down some misconceptions upfront with stats and stories about companies getting hit,” she explains. “We explain that some attackers even prefer smaller targets because they’re typically less protected.”

A turnkey approach to adding the extra “S”

When the MSP decided to make the leap and become a full managed security services provider (MSSP), Uplevel was ready with an enhanced, all-encompassing solution. The company recently partnered with Transmosis to add 24/7 cybersecurity-as-a-service through a U.S.-based Security Operations Center (SOC).

One of the first MSPs to leverage the joint solution, Computer Troubleshooters began upgrading clients to new packages featuring transmosisONE, an AI-powered service that defends small businesses worldwide. The service combines award-winning endpoint security, security operations (SecOps) support, and industry-first financial liability protection.



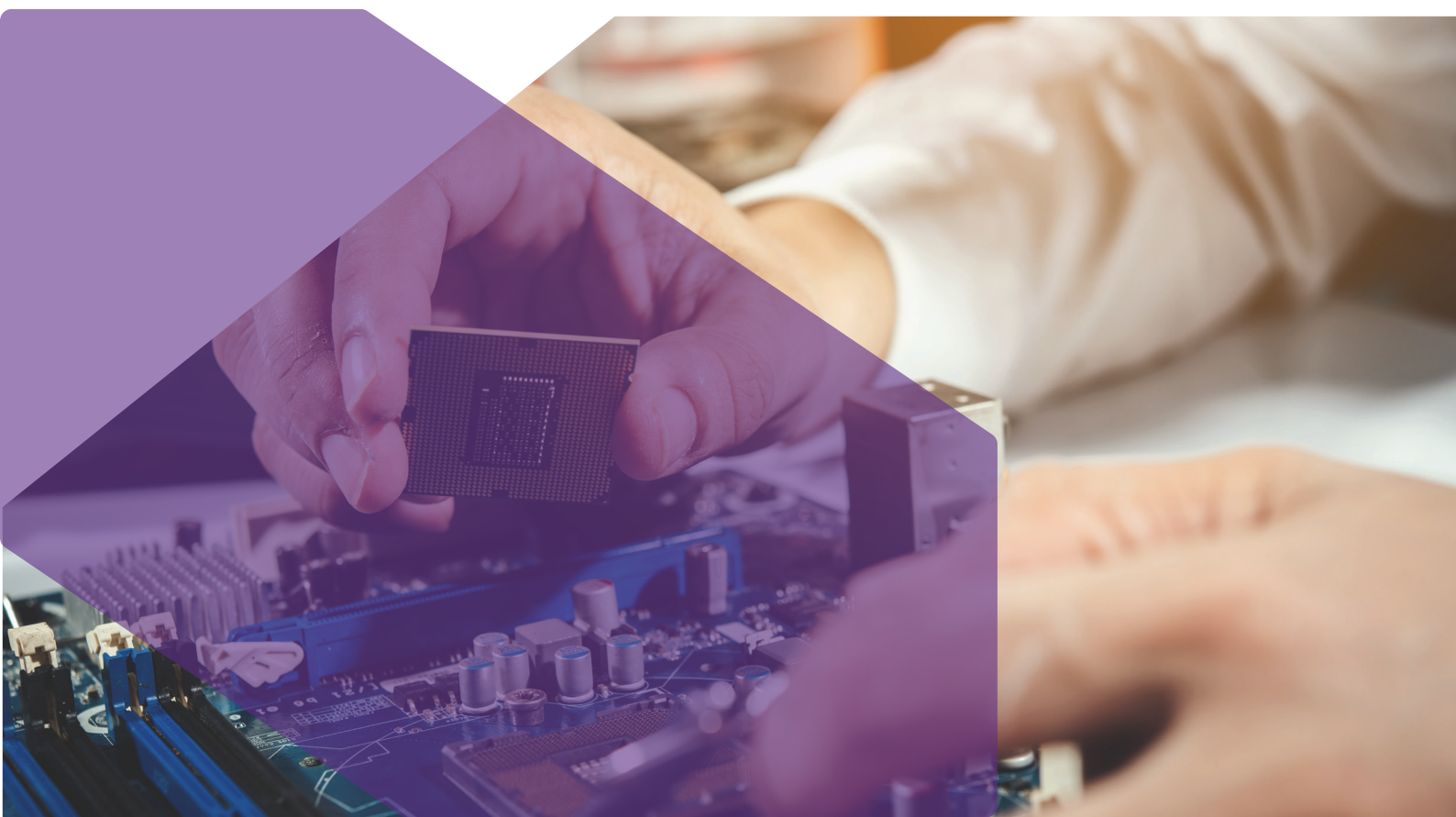
"In pivoting to the MSSP world, we now offer plans and packages that include endpoint detection and response (EDR), security operations center (SOC) monitoring, and SIEM (security incident and event management) along with the built-in firewall service based on Uplevel," Lugo says.

Computer Troubleshooters began rolling out the solution to clients such as the real estate attorney that had previously been compromised. Going forward, all new proposals and engagements feature enhanced security. "The Uplevel solution really allows us to scale," says Lugo. "Together, we can offer customers 24/7 monitoring and remediation without my local team having to maintain all the expertise."

With cyber skills at a perennial premium, Uplevel and transmosisONE make it fast and easy to launch and support managed security. "Most vendors give you the information and you have to learn to deliver the services yourself, which MSPs don't always have the time or expertise to do," says Lugo. "Uplevel is easy and they've been a great partner over the years. They're very responsive and helpful, and willing to look at logs and help identify problems even when the issue isn't with their stuff. We trust them to help us keep our customers safe and the new security offerings couldn't have come at a better time."

About Computer Troubleshooters Greensboro

Computer Troubleshooters Greensboro is locally owned and operated, backed by the power of the largest international computer services franchise. The MSP understands the technology needs of the small business owner and adds focus on security. Managed security services include proactive virus and spyware monitoring, network security, removal of viruses and spyware, and customer education.





Uplevel Systems Inc.



971-770-2468



info@uplevelsystems.com



www.uplevelsystems.com