



SKOUT
CYBERSECURITY

SUCCESS STORY

PUT YOUR
CUSTOMERS
IN THE
SECURITY
DRIVERS SEAT

How a managed service provider adapted to client needs by using SKOUT CYBERSECURITY as a partner



VTech Dealer IT



Established 2011



16 employees



Doral, FL



www.vtechdealerit.com



Automotive IT expertise - Infrastructure design and maintenance, secure data backup, 24/7 service hotline, remote technical support

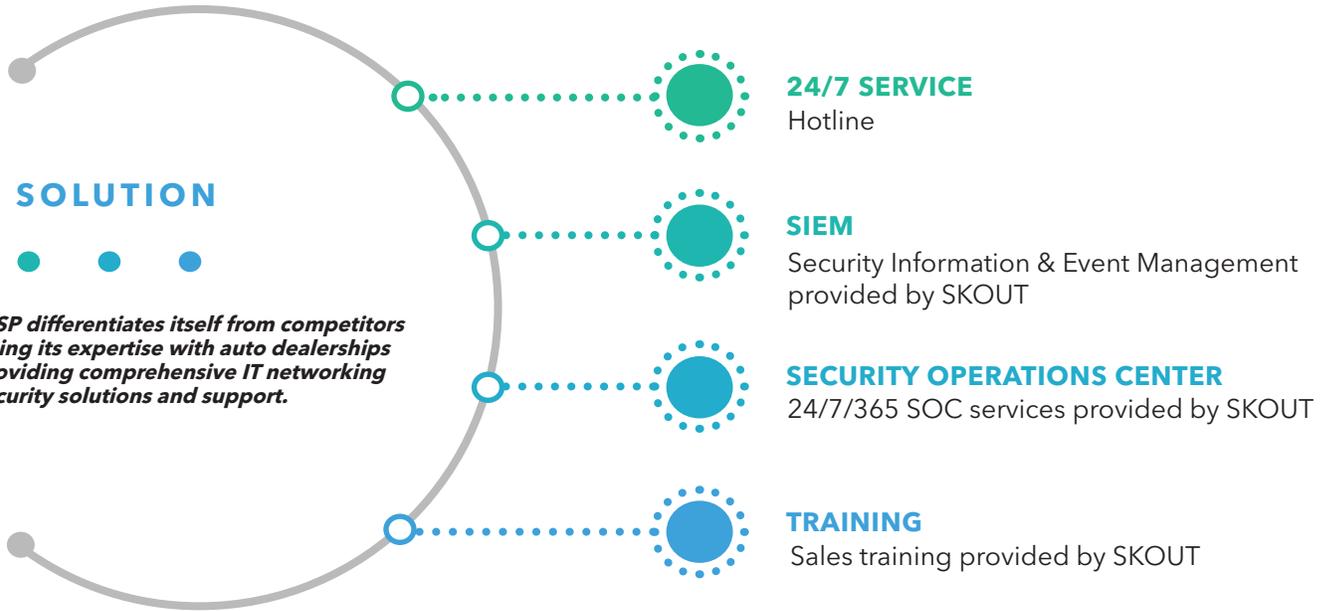
THE SITUATION

The need for managed service providers with effective and affordable cybersecurity solutions grows every year. That's why our platform is built using multitenancy with modern data analytics architecture and flexible pricing that makes it easy for MSPs to include advanced security tools, threat intelligence feeds, and around-the-clock monitoring to their clients.

THE SOLUTION



This MSP differentiates itself from competitors by honing its expertise with auto dealerships and providing comprehensive IT networking and security solutions and support.



When it comes to serving the auto dealership market, few IT solution providers can match VTech Dealer IT's expertise and experience. Founded in 2011, the MSP has become the outsourced IT department of choice for dozens of dealerships throughout the country, representing brands like Aston Martin, Audi, Bentley, Bugatti, Ford, GMC, Toyota, Honda and Subaru.

"We understand the unique challenges our customers face, and we've aligned our business to overcome those challenges," says John Acosta, CEO of VTech Dealer IT. "For example, almost every dealership stays open late a couple of days during the week and many are open on Saturdays. We're always available when they need us. Plus, we know if we receive a call from a customer on the last Saturday of the month, they're on deadline trying to meet their sales quotas, and we need to solve their IT issues quickly, so they can focus on selling more cars."

DISTILLING THE NOISE FROM YOUR CUSTOMERS' SECURITY LOGS

Like many other SMBs, auto dealers handle sensitive financial data and other personally identifiable information (PII), which makes them an attractive exploitation target for cybercriminals. In some states, regulations add additional pressures to these companies. "The California Consumer Privacy Act requires dealers to meet specific requirements for data security as part of a larger-scale plan," says Acosta. "We can take care of customers' basic security needs, such as DNS, endpoint protection, email spam filtering, password management and patch update

services, but today's threats require additional layers of protection."

Two years ago, VTech Dealer IT partnered with outsourced SIEM (security information and event management) and SOC (security operation center) provider SKOUT CYBERSECURITY. "SKOUT is able to perform a deep dive on our customers' security logs, identify threats and alert our team so that we can take action," says Acosta.

"We'll receive notifications warning us when PCs are communicating with questionable websites or someone's logging into the network from outside the country. We can investigate the incident and isolate the problem before it turns into a serious problem. It's also an opportunity to educate users who may be accessing sites they shouldn't be about the dangers they're putting themselves and their companies in."



"Without SKOUT, we'd have to manually look through millions of firewall logs, which would put an enormous burden on our workforce. Their service helps us distill all the noise down to the three to five incidents we need to pay attention to, which is much more manageable."

John Acosta, CEO VTech Dealer IT

Acosta says that more than 95% of the time, his team can remotely solve a customer's IT issues. For the other 5%, the MSP can either send a tech on-site or use SKOUT's resources. "SKOUT has a 24/7 Security Operations Center that acts as an extension of our team," he says. "This enables our 16-employee MSP to expand our footprint nationwide."

In 2019, the MSP onboarded a large California dealership with SKOUT's help. "Having SKOUT provide our cybersecurity monitoring is a strong selling point," says Acosta. "It gives our customers confidence that they're properly protected from the latest threats."

WHY CYBERSECURITY TRAINING IS A MUST-HAVE OFFERING



"The one point of vulnerability most companies need to address is user behavior, and that requires education"

John Acosta, CEO VTech Dealer IT

In 2020, the MSP will roll out an information assurance training. "The one point of vulnerability most companies need to address is user behavior, and that requires education," says Acosta. "You can protect your house with a SWAT team and video surveillance security, but if someone shows up at your door posing as a FedEx delivery person and you open the door, you're allowing that person to circumvent your security layers. We're going to be providing classroom and simulated phishing training, so more users know not to open their doors until they've confirmed the person knocking is legit. Our new offering, like the majority of security services we now offer, is being rolled out based on SKOUT's suggestions and direction. They're more of a trusted partner to us than just a vendor."

94% OF MALWARE
IS DELIVERED VIA EMAIL

Source: www.verizon.com

SMB
MALICIOUS
EMAIL RATE

1:323

Source: www.symantec.com

~1/2 OF BREACH
VICTIMS ARE SMALL BUSINESSES

Source: www.verizon.com



>1/3 OF BREACHES
INVOLVE INTERNAL ACTORS

Source: www.verizon.com



ABOUT SKOUT CYBERSECURITY

Based in New York, SKOUT provides a cloud-native data analytics platform that provides effective and affordable cybersecurity solutions for small and mid-sized businesses ("SMBs"), delivered by managed service providers (MSPs). SKOUT's highly flexible technology architecture works regardless of where customer data resides, allowing MSPs to secure organizations of all sizes without the need for additional personnel.

Its experienced team of highly trained analysts work with customers to understand the evolving cyber threat landscape, and to assess and provide guidance on cyber-threat response procedures. SKOUT is committed to making cybersecurity accessible to all businesses. Find out more at getskout.com.



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