



SlickSystems.LLC

MANAGED SERVICE PROVIDER

Slick Systems, LLC Case Study

The Organization

Slick Systems, LLC
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The Challenge

- Dissatisfied MSP customers
- Underperforming, overpriced MSP offerings
- Poor vendor support and service

The SonicWALL Solution:

- SonicWALL Network Security Appliances
- SonicWALL Anti-Spam/Email Security
- SonicWALL Secure Remote Access/SSL VPN

The Results

- Comprehensive, reliable security offerings
- High-speed network performance
- Excellent price-performance ratios
- Ease of management

As a SonicWALL® Bronze Medallion Partner and managed service provider, Slick Systems, LLC® provides a one-stop shop for network security hardware, software, consulting and managed IT services for small to medium-sized enterprises in Northeast Pennsylvania. Currently, Slick Systems manages security services over customer-premise equipment (CPE), rather than an in-house network operations center (NOC).

The challenge: Providing comprehensive and affordable security services

Recently, Slick Systems took over IT services for a local company that had been experiencing security and performance issues with a competing "premium" vendor's firewall.

"The performance was horrible," said Jim Slick, President and CEO, Slick Systems, LLC. "It wasn't stopping the threats it was supposed to be stopping."

The customer initially had implemented the competing "premium" vendor firewall under the assumption that spending more would ensure better protection.

"Other premium solutions tend to be multi-product solutions," said Slick, speaking from over 20 years of IT experience. "I've seen organizations spend \$350,000 on competing products just to get intrusion prevention, and quite honestly it didn't do the job properly anyway and consumed an FTE."

The solution: SonicWALL NSA 3500 and SonicWALL Email Security

Slick recommended deploying a SonicWALL Network Security Appliance (NSA) 3500 and SonicWALL Email Security appliance at the client's site.

The SonicWALL NSA 3500 is a next generation Unified Threat Management (UTM) firewall, utilizing a breakthrough multi-core hardware design with four cores and six Gigabit Ethernet interfaces to deliver real-time internal and external network protection without compromising network performance for corporate, branch office and distributed environments.

SonicWALL Email Security blocks spam effectively, easily and at a fraction of the cost of competing products. SonicWALL Email Security eases management by automating anti-spam updates using real-time business data from around the world, and by delegating costly and time-consuming inbox administration tasks to the end-user while retaining full control over security.

Regardless of the size or market segment of the customer, SonicWALL offers a clear alternative to status quo vendors, with purpose-built solutions of equal or greater value at a significantly lower total cost of ownership (TCO), resulting in a greater return on investment (ROI).



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*—Jim Slick
President and CEO
Slick Systems, LLC*

SonicWALL Benefits

- Intuitive GUIs
- Granular controls
- Outstanding vendor support and service

SonicWALL's end-to-end suite of products and services can meet the comprehensive security needs of businesses, from end-user desktops, to mission critical data and servers, to the perimeter gateway, to remote and mobile endpoints and beyond. SonicWALL has a solution that will fit the demands and budget of every segment. For the SMB, SonicWALL offers an award-winning line of network security (TZ and NSA Series), secure remote access (SSL VPN Series), anti-spam (Email Security Series) and backup and recovery (CDP Series) solutions. For enterprise-level deployments, SonicWALL offers E-Class Network Security Appliance (NSA), E-Class Email Security and SonicWALL Aventail E-Class SRA appliances.

The result: Heightened security and customer service levels

"It was like someone threw the light switch on for them," said Slick. "They instantly saw a huge reduction in spam and other threats, along with a huge boost in performance with the NSA 3500 and SonicWALL Email Security appliances. Their president told me himself how pleased they were. It made one heck of a good first impression."

Another customer, a small pool company in Wilkes Barre contacted Slick when its low-end device proved ineffective against malware attacks. The company could not afford to deploy a lavish expensive infrastructure. Slick resolved their problem with a SonicWALL TZ 190 Wireless solution. Similarly, SonicWALL's price-performance value enabled Slick to win a bid with a manufacturing company in Hazelton, and opened the door for an additional IT outsourcing contract. Slick has seen a boost in SonicWALL sales.

"We recently sold four SonicWALL appliances in just two weeks," said Slick. "The NSA firewalls are first class. The gateway security suite just works, the VPN is flawless, and the architecture is built to handle the load of all those services running."

Slick prefers a hands-on approach to augment automated monitoring systems, routinely logging into customer appliances at least once a month.

"The Global VPN client works like a charm, and we don't have to charge for travel or fuel expenses," said Slick.

Slick has also been pleased with the assistance his business receives from Sonicwall.

"Support is phenomenal," said Slick, "and my sales rep has been a great advocate for my company and helping me promote my business. He replies to my e-mails within half an hour."

The future: Inroads to enterprise deployments

Slick looks forward to a steady stream of recurring SonicWALL revenue.

"Some customers will buy three years of services upfront, but most want to do a year at a time," said Slick. "That's fine with me, because once they see how good SonicWALL performs, they always renew."

For Slick, the SonicWALL product line offers an excellent business opportunity.

"In my opinion, nothing else out there gives the level of protection and performance at a reasonable price point like SonicWALL," said Slick.

SonicWALL's line-up of comprehensive protection



NETWORK
SECURITY



SECURE
REMOTE ACCESS



WEB AND E-MAIL
SECURITY



BACKUP
AND RECOVERY



POLICY AND
MANAGEMENT

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