RFA

EMPLOYEES: 500   CUSTOMERS: 800   INDUSTRY: MANAGED SECURITY SERVICES

Problem: RFA experienced unprecedented growth prior to the COVID-19 pandemic, but as pandemic lockdowns came into force, needed a solution that could act as a single source of inventory for managing the large number of remote and distributed devices. RFA needed an efficient solution to ensure all the necessary services were deployed on them and that could highlight security gaps immediately when they arose.

Solution: Sevco provides RFA with a single source of truth for its device inventory—no more checking multiple sources to get the required information. Sevco also immediately alerts RFA when unmanaged devices are discovered or security gaps are detected so RFA can ensure full deployment of its suite of security services.

Background

RFA is a managed service partner responsible for service delivery and device maintenance for over 800 customers. Founded in 1989, the organization experienced an unprecedented uplift in growth in the years prior to the COVID-19 pandemic. Though the number of managed devices were steadily growing at the time, device management was less complex, with devices generally sitting in single locations for most clients. As pandemic lockdowns came into force, not only were the number of managed devices growing, but those same devices were now remote and distributed—increasing the challenges for RFA to effectively manage and maintain them.

RFA needed an efficient solution to easily identify which devices needed services or maintenance with a single source of truth: a single repository that provided details across every device, with easy-to-find information about each device.

Previous Processes

RFA started by managing devices for clients mostly located in single locations, in which they deployed a Remote Monitoring and Management (RMM) tool. This came with its own challenges, ensuring that it was consistently and reliably deployed across all endpoints. Additionally, identifying the state and status of devices required RFA to review multiple repositories and manually reconcile that information, a laborious, time-consuming and sometimes error-prone process.

The Solution

The introduction to Sevco provided a solution that could achieve what RFA required for its clients—a tool that could consistently and automatically reconcile its inventory of devices. Sevco quickly built and deployed a POC environment for testing and, shortly after that, RFA deployed Sevco's asset intelligence platform across its customer base.

Sevco's features fit RFA's requirements in the following areas:

· Sevco saves RFA around 40 to 50 hours per month previously spent manually reconciling device information. Now this process takes a matter of seconds. This time can be reallocated to more productive tasks and projects.
· Sevco's aggregation and reconciliation functionality ensures that RFA is discovering and managing every device for its clients, thus fulfilling its contractual obligations.
· Sevco automatically alerts the RFA team to new devices as they join their clients' networks so that RFA can ensure those devices are being actively managed.
· There were few required data sources which weren't already available in Sevco, so RFA was able to integrate its tech stack into Sevco to ensure complete visibility into customer devices.

With Sevco, RFA could rest assured that it was delivering maintenance and cybersecurity services to all devices across every client.

> "Sevco's value cannot be overestimated, just one missed device can compromise an entire company."
>
> Grigiory Milias | RFA

Results

"Sevco's value cannot be overestimated," states Grigiory Milias, RFA. "Just one missed device can compromise an entire company."

RFA no longer has concerns about missing its contractual obligations when clients set up endpoints within their IT environment, because Sevco alerts RFA immediately. With that alert, RFA can ensure that all the necessary controls are deployed on new devices.
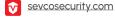
Further, Sevco isn't just utilized by the SOC and Services team: many departments use Sevco. For example, it helps technicians supporting clients, who can use its data when clients submit support tickets through Sevco's native integration with ConnectWise.

Sevco provides RFA with a single source of truth for its device inventory, serving as the single place that the SOC and Services teams can find all the data they need about devices—no more checking multiple sources to get the required information. Sevco provides RFA with full confidence that its services are being delivered to 100% of endpoints, across every client.

Ultimately, Sevco has solved RFA's challenge of managing tens of thousands of distributed and remote devices, saving RFA's team enough time to pay for itself in the first month, and enabling the company for years of further growth.

Contact Us

 sevcosecurity.com

 @sevcosecurity

1401 Lavaca Street #857
Austin, TX 78701

About Sevco Security

Sevco is the cloud-native CAASM platform delivering the industry's most accurate, real-time IT asset inventory. Hundreds of companies rely on Sevco's 4D Asset Intelligence engine to bridge the gap between IT and security teams. By providing a continuously updated inventory of assets, Sevco autonomously identifies and closes previously unknown security gaps, while dramatically improving incident response. Sevco's patented asset telemetry uncovers significant security gaps and out-of-compliance assets in every deployment without fail. Founded in 2020 and based in Austin, Texas. For more information, visit https://sevcosecurity.com or follow us on LinkedIn.