

ELEVATING CYBERSECURITY SERVICES

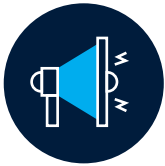
Industry:
Managed Services Provider (MSP)

Partnership Duration:
Since 2018

Layer 8 Security, a premier managed service provider specializing in top-tier cybersecurity solutions, partnered with Vijilan to overcome key cybersecurity challenges. This collaboration has enabled Layer 8 to enhance their service offerings, optimize operations, and stay ahead in a highly competitive industry.

Challenges

Before teaming up with Vijilan, Layer 8 Security faced three primary challenges impacting their service delivery and client relationships.



Overwhelming Noise from Security Alerts

Layer 8 needed a manageable solution to provide real value to clients without drowning them in excessive, non-actionable alerts.



Limited Support from Providers

Many solutions on the market were little more than license resellers, offering minimal support or actionable insights.



Client Education and Justification of Cybersecurity Investments

Clients often face challenges in explaining and justifying cybersecurity investments to stakeholders, such as CFOs, which hinders their ability to implement critical measures.

Solution

Vijilan addressed Layer 8's challenges with a robust, single-vendor cybersecurity solution that included key tools, integrations, and support services.



TRX Services

Vijilan's system helped simplify security monitoring by providing only actionable insights, minimizing noise for clients while boosting operational effectiveness.



CrowdStrike Integration

With deployment times as fast as three minutes per server, Vijilan's integration of CrowdStrike EDR allowed Layer 8 to onboard clients without delays or disruptions.



US-Based SOC for Real-Time Support

Vijilan's Security Operations Center (SOC) provided hands-on support, ensuring timely incident response and problem resolution.



Proactive Weekly Touchpoints

Regular calls and proactive support from Vijilan's account managers ensured alignment and timely solutions, creating a truly collaborative partnership.

Results

The partnership between Layer 8 Security and Vijilan has delivered outstanding results across multiple areas.



Enhanced Value for Clients

Layer 8 has been able to improve client trust by offering better visibility into network security incidents. Vijilan's monthly executive summary reports have become a key tool for demonstrating value, consistently garnering positive feedback.



Trusted Partnership

The mutual trust between the two teams has been a standout feature in Vijilan's service delivery. Kevin Hyde praised Vijilan's commitment by saying,



Streamlined Deployments

Deployments that once took significant time and resources have been cut down dramatically. According to Catherine Liotta, "Deploying CrowdStrike EDR takes under five minutes." This has freed up resources, enabling clients to focus on core business operations.



Vijilan takes our problems on as their own. They care about our clients the same way we do, and that level of attention and trust makes all the difference.



Business Growth

The partnership has simplified Layer 8's cybersecurity operations, making it easier for them to scale services. This single-vendor approach has helped Layer 8 expand their offerings while standing out in the MSP market.

What Makes Vijilan Stand Out?

Layer 8 highlights several standout features of Vijilan's approach:

- ✓ **Commitment to Innovation**
Vijilan continually refines and improves their offerings. Kevin Hyde commended their cutting-edge approach, noting,



Vijilan evolves their stack every 2–3 years, making it better, stronger, and faster.



Rapid and Collaborative Support

- ✓ Vijilan's team, specifically direct contacts like David and Pedro, has been invaluable during incident response and troubleshooting. Catherine shared her appreciation for knowing Vijilan will always step up when needed.

Looking Ahead

Layer 8 views Vijilan as an essential long-term partner in their cybersecurity strategy. Their shared focus on adaptability and innovation positions both companies to thrive in a constantly changing industry. Kevin emphasized,



It's adapt or die in this industry, and Vijilan's commitment to evolving gives us the flexibility we need to stay competitive



Conclusion

provider can empower MSPs to deliver exceptional value. Together, they've tackled key challenges, simplified operations, and embraced innovation, laying the groundwork for success in an increasingly complex cybersecurity landscape.

Are you ready to elevate your MSP with Vijilan's cutting-edge solutions? Learn more about what Vijilan can do for your business today.