

PARTNERING FOR PROACTIVE CYBERSECURITY

Industry:
Managed Services Provider (MSP)

Partnership Duration:
Since March 2019

WCA Technologies, a trusted MSP specializing in nonprofit, legal, financial, real estate, and entertainment industries, has embraced Vijilan's cybersecurity solutions to deliver top-tier protection for their clients. By incorporating Vijilan's services, WCA has elevated their proactive monitoring and threat response capabilities, building on their reputation for tailored industry expertise and service excellence.

Challenges

Before collaborating with Vijilan, WCA Technologies faced significant obstacles in their cybersecurity endeavors.



Ransomware Concerns

A peer's delayed detection of a ransomware attack highlighted vulnerabilities and underscored the importance of instituting comprehensive monitoring measures.



Client Demands for Monitoring and Compliance

A rise in client inquiries about robust server monitoring and compliance requirements added pressure to WCA's service offerings.



Log Management Struggles

Storing extensive logs and interpreting them to meet compliance standards was resource-intensive and inefficient.

The challenges were fear-based. We wanted to do everything possible to ensure we were protected, especially as clients started asking if we were monitoring their servers and meeting compliance requirements.

Peter Fidler, President of WCA Technologies

Solution

WCA Technologies was introduced to Vijilan through a presentation at a ConnectWise Evolve group meeting. The partnership began with Vijilan's distinct approach and quickly evolved into a valued relationship built on trust, efficiency, and adaptability.



Partnership, Not Just Vendor Service

Vijilan prioritized collaboration and a shared vision with MSPs.



Ease of Deployment

Tools like TRX and Vijilan's log management services were straightforward to implement, even for less experienced technicians.



Proactive Collaboration

Vijilan's feedback sessions allowed continuous refinement of WCA's services.

It started with a personal relationship and Vijilan's strong desire to partner with MSPs. Their team listened to us and worked with us to improve the product.

Peter Fidler, President of WCA Technologies

Results

Since partnering with Vijilan, WCA Technologies has transformed their cybersecurity practices, achieving notable milestones across multiple levels.



Enhanced Client Security

- ✓ **Proactive Measures:** Vijilan's monitoring tools catch vulnerabilities before they escalate, giving WCA customers peace of mind.
- ✓ **Client Confidence:** WCA customers are reassured knowing their networks are safeguarded, freeing them to focus on their businesses.

Our clients are happy knowing they don't need to worry about cybersecurity because WCA has it covered. Alerts from Vijilan allow us to tighten security as needed

Peter Fidler, President of WCA Technologies

Streamlined Onboarding and Cost Savings

- ✓ **Efficiency:** Vijilan's intuitive implementation process allowed Tier 1 and Tier 2 technicians to onboard clients quickly without requiring additional overhead from senior engineers.
- ✓ **Time & Resource Optimization:** Saving time on deployments reduced costs, addressing WCA's goals of efficiency and affordability.

The ease of deployment is huge. It saves time and reduces costs, which is critical for MSPs,

Peter Fidler, President of WCA Technologies

Competitive Business Growth

Vijilan's solutions have helped WCA stand out in niche sectors like nonprofits and legal services, where security and affordability are paramount.

Internal Expertise

- ✓ **Greater Independence:** WCA staff have achieved the ability to onboard and manage most clients independently, improving operational autonomy.
- ✓ **Agile Configurations:** WCA continuously adjusts alerts and monitors configurations for seamless and focused security.

Our ability to deploy and manage Vijilan's solutions has helped us stand out and better serve our niche industries,

Peter Fidler, President of WCA Technologies



Key Features Implemented



Proactive Threat Monitoring

Immediate identification and alerts for potential cybersecurity threats.



Streamlined Log Management

Compliance-ready tools that simplified storage and analysis of server logs.



Flexible IT Integration

Solutions that worked seamlessly across varied environments and were easily customized based on WCA's evolving needs.

What Makes Vijilan Unique

WCA values Vijilan's customer-first approach and recognizes their unmatched ability to support MSPs.



Proactive and Adaptable Support

Vijilan's team works collaboratively to address challenges and refine solutions based on WCA's needs.



Continuous Improvement

Vijilan's dedication to innovating their offerings keeps them ahead of evolving cybersecurity threats.

Vijilan welcomes our feedback and adapts their products based on it. That makes us feel heard and valued as a partner

Peter Fidler, President of WCA Technologies

Looking Ahead

WCA Technologies sees Vijilan as an enduring partner for cybersecurity innovation and collaboration. Together, they plan to further explore:

- ✓ **Enhanced SOC (Security Operations Center) Services:** Expanding Vijilan's role in immediate threat remediation to alleviate pressure on WCA's internal team.
- ✓ **Shared Commitment to Innovation:** Maintaining continuous alignment on delivering exceptional customer service through technology-forward practices.

It's all about marching in the same direction. As long as we continue to align on customer service and innovation, our partnership will keep growing

Peter Fidler, President of WCA Technologies

About WCA Technologies, Inc.

Founded in New York City 37 years ago, WCA Technologies specializes in supporting small- and medium-sized businesses across nonprofit, legal, financial, real estate, and entertainment industries. Known for their dedication to client satisfaction and industry-specific knowledge, WCA sets the standard as an exceptional MSP partner.

WCA's enduring success reflects a culture rooted in team longevity, expertise, and continual innovation to meet the evolving needs of its clients.

Vijilan and WCA Technologies—partnering to create a safer, more secure cyberfuture.