

PCnet

THE CHALLENGE

PCnet has been using SolarWinds® Endpoint Detection and Response (EDR), powered by SentinelOne®, to help keep their customers protected against cyberthreats of nearly all types. In many cases, they've had success getting people to increase their protection from traditional antivirus (AV). Yet, people can resist change. While PCnet migrated some customers, others decided to stick with traditional AV setups.

While AV can protect against a lot of threats, it doesn't offer the same proactive protection an endpoint protection solution like SolarWinds EDR does. Unfortunately, one of PCnet's clients hesitated to make the switch, stuck with their traditional AV, and was hit by ransomware. This affected their entire network and required PCnet to build the customer's infrastructure from the ground up.

THE SOLUTION

PCnet helped the customer resolve the issues and quickly moved them to SolarWinds EDR. Unfortunately, the customer had to face the cost of rebuilding a network. Bryan Gibson, vice president and lead engineer of PCnet, said the customer found out the, "cost of EDR is miniscule compared to the costs of rebuilding an entire network." Needless to say, the customer now relies on SolarWinds EDR for protection.

Gibson says his company has successfully rolled out SolarWinds EDR to other customers and the results have been very positive. While some customers can opt to stick with their AV solution, EDR offers greater protection against a wider range of threats. AV requires you to keep up to date with the latest AV signatures. This can leave a lag in coverage if AV doesn't have the latest virus definitions or if the endpoint is attacked by an emerging threat. SolarWinds EDR takes a signatureless approach and uses artificial intelligence to detect unusual behavior that could indicate malicious activity. This gives users more proactive protection, helping them detect threats that AV vendors may not even be aware of yet. Plus, EDR protects against more than just viruses, including fileless malware attacks and weaponized documents.

SolarWinds EDR can be particularly helpful with ransomware. Gibson said, "With EDR's advanced AI and forensics, we not only have deep levels of insight, but can restore an endpoint to its pre-attack state." Once EDR detects a potential ransomware attack, it can spring into action and restore the endpoint quickly, often before it affects other machines on the network. This can shave hours off recovery time—and save a lot in labor costs.



Benefits at a Glance

PCNet shares the benefits of SolarWinds EDR for them and their customers:

- Proactive threat protection via multiple AI engines and machine learning
- Quick rollback to a known safe state after a ransomware attack
- Greater visibility with advanced forensics
- Reduced repair and remediation costs after attacks
- Greater peace of mind with robust protection

“ In today's world, it's not enough to stay current on cyberthreats; you have to stay ahead of them. ”

— Bryan Gibson,
Vice President and
Lead Engineer, PCnet

RESULT

PCnet continues evangelizing the benefits of SolarWinds EDR among their customer base. Gibson said, "PCnet uses SolarWinds EDR because it gives our customers peace of mind." SolarWinds EDR helps PCnet offer greater protection to customers via AI-driven threat detection. Plus, it helps endpoints recover from ransomware in minutes. As he said, "compare that with the hours required to reimage a device, and it adds up to incredible value."

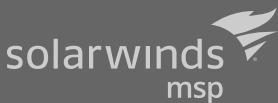
To learn more about SolarWinds EDR, contact us today by visiting solarwindsmsp.com/contact.

ABOUT THE COMPANY

PCnet, based in Wichita Falls, Texas, has been a dynamic force in selling, servicing, and networking PCs and printers since 1995. They have assembled a talented and diversified group of sales and technical staff to meet their customers' varying needs. PCnet serves a wide variety of customers, covering businesses, education, and city government—and manages everything that connects to a network.

“ PCnet uses SolarWinds Endpoint Detection and Response (EDR) because it gives our customers incredible peace of mind. In today's world, it's not enough to stay current on cyberthreats; you have to stay ahead of them. With EDR's advanced AI and forensics, we not only have deep levels of insight, but can restore an endpoint to its pre-attack state in less than a minute. Compare that with the hours required to reimage a device and it adds up to incredible value. ”

— Bryan Gibson,
Vice President and
Lead Engineer, PCnet



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SolarWinds (NYSE:SWI) is a leading provider of powerful and affordable IT management software. Our products give organizations worldwide—regardless of type, size, or complexity—the power to monitor and manage their IT services, infrastructures, and applications; whether on-premises, in the cloud, or via hybrid models. We continuously engage with technology professionals—IT service and operations professionals, DevOps professionals, and managed services providers (MSPs)—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures and applications. Targeted for MSPs, the SolarWinds MSP product portfolio delivers broad, scalable IT service management solutions that integrate layered security, collective intelligence, and smart automation. Our products are designed to enable MSPs to provide highly effective outsourced IT services for their SMB end customers and more efficiently manage their own businesses.

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