

# DearBytes Builds World-Class Managed Security Services With McAfee Enterprise Security Manager



## DearBytes

### Customer Profile

Leading Dutch provider of managed security services

### Industry

High technology

### IT Environment

65 employees and 1,200 customers

As Support Provider Specialization partner, based in the Netherlands, DearBytes is committed to providing a safe environment for its clients to take maximum advantage of today's most leading-edge information technologies. DearBytes currently has 65 employees and more than 1,200 customers, with a focus on small and medium-sized businesses, including hospitals, municipalities, provinces, government ministries, accounting firms, banks, and IT service providers.

## CASE STUDY

DearBytes leverages a range of solutions from McAfee to protect its clients' critical data and networks and also provide them with insight and control on an organizational and individual level.

### An Evolving Business Model

DearBytes was founded in 2001 as a reseller of McAfee endpoint security solutions. Today, the company's cornerstone offering is Dear360°, a security risk management package that includes the McAfee® ePolicy Orchestrator® (McAfee ePO™) platform, McAfee Vulnerability Manager, McAfee Risk Advisor, McAfee VirusScan® Enterprise, McAfee Device Control, and McAfee SiteAdvisor® Enterprise. As a Support Provider Specialization partner for Benelux and Germany, DearBytes provides first- and second-line support to business customers for all solutions in the endpoint and server security portfolio.

A couple of years after its founding, DearBytes launched its first managed services offering around the McAfee ePO platform. Today, the company offers its clients a hosted McAfee ePO platform service in the cloud, as well as managed services for clients' remotely installed McAfee ePO platform servers and security environments. The acquisition of the Nitro Security information and event management (SIEM) solution by McAfee in 2013 created a new opportunity for DearBytes, and the company recently launched a managed services offering around the McAfee SIEM portfolio.

"We have been able to evolve our offerings right alongside the McAfee product family, and now, as Support Provider Specialization partner, we're able to provide a whole new level of service for our clients that gives them the full benefits and power of McAfee security without having to deploy or maintain their own hardware," notes Erik Remmelzwaal, CEO, DearBytes. "In addition to the savings for clients, a hosted model is easier and more efficient for us to scale and manage, with a single infrastructure for overseeing and reporting on all of our clients' security activities."

### Superior SIEM Technology

DearBytes' new managed service based on the McAfee SIEM suite has been very successful, especially with clients that have worked with other SIEM solutions. "Many of our customers, particularly in the financial services space, have been using competing vendors' products for many years. As they move over to McAfee Enterprise Security Manager, they all report that getting information out of the new system is so much easier," Remmelzwaal relates. "One client in particular told us that, after only two weeks of implementation, the company already has more security information from McAfee Enterprise Security Manager than it ever got from its previous solution."

### Challenges

- Continue to meet clients' ever-changing security requirements through growing lineup of managed services

### McAfee Solutions

- McAfee Enterprise Security Manager
- McAfee ePolicy Orchestrator
- McAfee Network Security Platform
- McAfee Vulnerability Manager

## CASE STUDY

### Flexibility to Meet Client Needs

Currently, DearBytes' managed services include on-premises deployments of McAfee Enterprise Security Manager, with the service provider managing the solution remotely. Although some clients handle their own incident response, in many cases DearBytes is able to provide level one or level two response and analysis of security incidents 24/7 from their SOC in The Hague. DearBytes provides similar managed services for McAfee Network Security Platform and McAfee Vulnerability Manager, performing remote scans and vulnerability assessments using the appliances installed at the customers' premises.

"This hybrid service model works quite well for Dutch companies, many of which are not quite ready to hand off the entire security infrastructure to a hosted model in the cloud. But SIEM is one area that is well-suited to a hosted solution, and with McAfee Enterprise Security Manager, we'll have the flexibility to move clients to the cloud when the time comes," Remmelzwaal explains.

He adds, "We view this flexibility as one of our key differentiators from our large MSP competitors. With McAfee, we're able to tailor service levels and agreements to our individual clients' needs, and that has allowed us to displace several much larger service providers over the past year."

### The Integrated McAfee Approach

The McAfee approach is highly valued by DearBytes customers and enables the company to offer integrated and comprehensive services for malware protection. Predating SIEM, DearBytes has provided a security risk management lifecycle solution that supplements clients' VirusScan Enterprise deployments with McAfee Vulnerability Manager and McAfee Risk Advisor.

"With this combination of technologies, our clients can identify the systems in their network that are vulnerable to certain attacks and produce reports that are countermeasure-aware, with endpoint protection there to automatically patch the holes and correct the issues. That's McAfee in a nutshell," Remmelzwaal says. "And now that McAfee Risk Advisor has reached its end of life, we'll be able to transition these clients smoothly to McAfee Enterprise Security Manager. This will enable them to receive all the benefits of the risk management lifecycle solution with the advantages of SIEM in a connected architecture."

### Results

- Offers clients flexibility to choose from a range of deployed or managed services
- Provides highly integrated intelligence for comprehensive security management
- Delivers centralized management of all client security environments for greater efficiencies

## CASE STUDY

### A Valued Partnership

In addition to client engagements, DearBytes relies on an integrated suite of McAfee products for the in-house network that runs its business. These include McAfee Enterprise Security Manager, VirusScan Enterprise, McAfee Email Protection, and McAfee Web Protection, all under the centralized management and control of the McAfee ePO platform.

“Our relationship with McAfee is long-term and critical to our business. We know that when McAfee acquires or introduces a new product, it will have been thoroughly

tested and will provide the level of quality that we require for our clients. Also, the ease of management through McAfee ePO software is a big differentiator for McAfee and very important to us as a service provider,” Remmelzwaal concludes. “With the McAfee approach, we’re able to offer our customers a powerful and effective security architecture in any configuration they need, from an on-premises deployment to complete managed service.”

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—Erik Remmelzwaal, CEO,  
DearBytes

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2821 Mission College Boulevard  
Santa Clara, CA 95054  
888 847 8766  
[www.mcafee.com](http://www.mcafee.com)

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