

Australia's Loop Technology Updates its Managed SIEM Service Based on McAfee Solutions



Loop Technology

Customer Profile

Security MSP based in Sydney, Australia

Industry

IT security services

IT Environment

More than 180 clients throughout Australia and more than 25,000 endpoints under managed services

Loop Technology is an authorized McAfee Managed Service Provider (MSP) specializing in providing IT security services to enterprises throughout Australia.

CASE STUDY

On the strength of its McAfee partnership, Loop Technology has recently added a new managed service for security information and event management (SIEM) using McAfee® Enterprise Security Manager. The new service will strengthen the ability of Loop Technology's clients to provide comprehensive and accurate security event data for compliance audits, as well as maintain a proactive security stance.

A Growing SIEM Pipeline

As top McAfee partner in Australia, Loop Technology has begun to offer the entire McAfee portfolio as a managed service. "We've seen a huge upswing in customer demand for managed security services over the past few years," says Patrick Butler, information security specialist, Loop Technology. "The time was ripe for us to enhance our managed service for SIEM."

Comprehensive Security Automation With McAfee ePO Software

Loop Technology is a true believer in the connected security approach, anchored by McAfee® ePolicy Orchestrator® (McAfee ePO™) software. Using the centralized McAfee ePO management console, Loop Technology is able to deploy and manage a full suite of integrated McAfee solutions, which offer powerful efficiencies and time savings.

"As a McAfee partner for more than 10 years, we've watched as the connected security story has come together and the solutions have become more and more integrated," Butler notes. "These integrations have dramatically improved the capability of our SIEM service.

We not only have more enriched security data feeding into our SIEM service, we also have the ability to quickly take action and deploy threat countermeasures for our clients."

In addition to security improvements, Loop Technology has been able to leverage automation features of the McAfee portfolio to more efficiently deliver its managed security services.

"With the built-in automation of McAfee ePO software, in conjunction with McAfee Enterprise Security Manager, we're able to manage deployments and pull meaningful reports on the entire security posture in a fraction of the time it was taking using manual methods. This is not only of huge benefit to our MSP team, it also resonates with our customers."

He cites an example of a McAfee agent that Loop Technology has used for deploying new software at client sites. When the software agent checks into McAfee ePO software for the first time, the management console automatically provisions the deployment by installing appropriate policies based on the type of endpoints (laptops, desktops, virtual machines, and others) and in the order required.

"We can go from bare metal to fully compliant machines in a matter of hours, where previously this would take days, if not weeks. Prior to our McAfee partnership, we were using a solution that did not even provide centralized installation—our technicians had to physically go to each machine and manually run the installers," Butler explains.

Challenges

- Continue to expand managed services offerings in response to rapidly growing demand

McAfee Solutions

- McAfee Advanced Threat Defense
- McAfee Email Protection
- McAfee Enterprise Security Manager
- McAfee ePolicy Orchestrator (McAfee ePO)
- McAfee Network Security Platform
- McAfee Next Generation Firewall
- McAfee Web Protection

Results

- Provides SIEM managed service to strengthen clients' stance in compliance audit
- Offers powerful integrated solution for Loop to deliver fully managed security services

CASE STUDY

Butler's team is able to access McAfee ePO software for daily reports on the status of each system, including its virus update status or whether it's missing an installation. With a few mouse clicks, Loop Technology technicians and their clients can view the number and frequency of scans, the detections over a given time period, and data on how those detections were mitigated. "The reporting capabilities of McAfee ePO software are far superior to any other solution we've used in the industry," Butler remarks. "McAfee ePO is a significant advantage for our clients' management, compliance, and overall security posture."

Empowering Clients with McAfee

Loop Technology clients can choose from a wide spectrum of service offerings, ranging from on-premises solutions—with Loop providing remote maintenance—to full managed and cloud services hosted by Loop Technology in its own data center. "The ability to remove CAPEX from the organization and subscribe to monthly security services on an OPEX basis is a tremendous advantage for many of our customers," Butler comments.

Butler notes that working with only a few integrated vendors for security technology has streamlined the company's services. "Not too long ago, we partnered with more than 20 different security vendors across a range of specialties, but it had become too time-consuming to maintain each relationship and keep our technicians up on the skills required to implement and support each," he maintains. "When we made a conscious decision to narrow our focus and our vendor portfolio, McAfee made the most sense."

"At Loop Technology, we're committed to helping clients achieve their business objectives more efficiently and more securely in a rapidly evolving IT landscape. With McAfee, we know we've found the right partner with which to achieve those goals," Butler concludes. "Not only does McAfee offer superior technology, it's also a good fit for our organization in terms of the relationships we've built with the local McAfee team and the programs they have put into place to help us achieve success."

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—Patrick Butler, Information Security Specialist, Loop Technology



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JUNE 2015