Business Connexion Becomes Africa's Premier ICT Service Provider with Intel's Managed Services at Their Side

Business Connexion

Channel Partner
Business Connexion

Boasting over 30 years of operational experience, the Business Connexion Group has risen to the top as the premier Information and Communication Technology (ICT) service provider in Africa. BCX and it's 7,000 employees run mission-critical ICT systems and manage products as well as services and solutions for Johannesburg Stock Exchange (JSE) listed enterprise customers, public organizations and small to medium sized enterprise customers around the globe.

With Intel Security as a partner, BCX configures, integrates and maintains innovative business security solutions engineered to meet their clients strategic and operational needs.

A Demand for Managed Security Services

As the IT security space perpetually evolves, the shortage of seasoned IT professionals with time-tested technical skills in the workspace has become a major staffing issue. With existing clients eager to focus on growing their business rather than exhausting time and resources on filling IT positions, BCX and Intel Security fill the need with a managed services plan. A managed service solution increases efficiency, reduces costs and relieves the pressures associated with staffing IT positions. The challenge for BCX's clients was to find a partner willing to act as an extension of their business. Rather than just another IT vendor or pseudo-staffing company, their customers needed a true partner to come in and take full ownership of the risk associated with IT security.

The managed service approach enables BCX's customers access to fully integrated and comprehensive services for all their IT security needs. With services such as Endpoint Security, Server Security and Host Intrusion Prevention for Desktops, all specifically tailored to their security needs, their customers have peace of mind knowing their assets are under close surveillance and that BCX is monitoring them in real time.

Ownership of Risk

"We have seen a lack of maturity in approach in regards to the willingness of Business to accept the ownership of risk associated with ICT infrastructure," notes Eric McGee, Managing Executive Communications and Security Services.

"We live in a world where security attacks are prevalent. The perpetrators are constantly evolving their technology and the onus is on BCX to continue staying 3 steps ahead of the bad guys who are actively attacking IT infrastructure."

"Very few organizations take information risk seriously. They have no experience with putting methodology, rules, regulations, policies in place and need outside experts to help guide and implement programs that rarely offer a viable solution. The products offered with Intel Security help enable us to do just that."

"The managed service offering from Intel Security just works... really well"

intel Security

A Valued Collaboration

So why partner with Intel Security for their security managed services offering? McGee says it's about integration and flexibility.

"We needed to find technology that matches infrastructure best and doesn't limit our ability to effectively managed our client's IT security. Intel Security's solutions do just that, with less constraints and superior integration into client environments."

With an emphasis on efficiency in software updates, a smaller demand on existing infrastructure, and an extensive portfolio of connected security offerings, Intel Security has the most complete solution on the market today.

"Intel Security's Managed Service offering is easy to update. Meaning, we can easily protect customer environments," says McGee. "This ease of service means that there is no downtime for our clients, and the strong security controls reduce risk and improve efficiency which lowers the cost associated with managed service delivery."

The Managed Service Experience

The market is littered with managed service offerings and it can be difficult to separate the contenders from the pretenders. BCX needed an efficient model that they could scale and manage, and they've found that with Intel Security.

"The managed service offering from Intel Security just works... really well," says McGee. "There is fantastic support and lightning fast response to our queries which means we are able to be first to the table with bids and quotes. The support program has completely streamlined finalizing partner agreements." "We made a big investment in the managed service program, so it feels good to know that there is tremendous support behind our investment."

Thankfully, the onboarding of a new MSP reseller is extraordinarily fast. Ease of set up is essential to the total experience and the process has been refined to provide seamless integration.

"We live in a world where security attacks are prevalent. The perpetrators are constantly evolving their technology and the onus is on BCX to continue staying 3 steps ahead of the bad guys who are actively attacking IT infrastructure."

Big Wins

The ability to deliver on promises is what separates successful IT security providers from those who flounder in mediocrity. With Intel Security's managed service offering in their toolbox, BCX has risen to the top.

Most recently BCX has secured opportunities with two large companies in the retail space. After starting with Endpoint, both will be expanding their portfolios throughout the coming year.

These two opportunities each represented 40,000 seat license deals for POS / Campus endpoints scattered throughout their network. BCX needed to show they could quickly and easily distribute their services despite the bandwidth restrictions associated with the retail outlets.

"The restrictions in these environments proved too severe for the other players," says McGee. "However, the Intel Security solutions easily operated within the restrictions, which virtually guaranteed us the business."