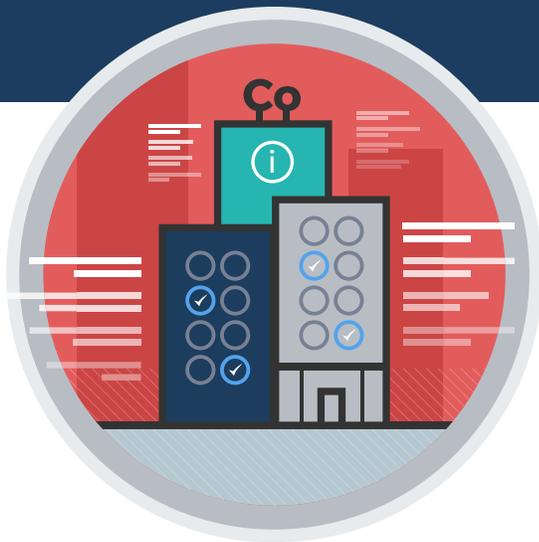




Case Study:



ABOUT THE RESELLER

Neoscope is an enterprise security focused IT services company that delivers solutions via a managed services model leading to unparalleled levels of service and customer satisfaction. Neoscope's staff of certified senior IT professionals evaluates the specific business requirements of each client and then offers clients security-focused technology solutions to accomplish their business objectives. Neoscope's distinctive proactive managed IT services utilizes tools and secure processes to keep IT systems up and running to maximize employee productivity, increase customers and reduce costs: all at a predictable and affordable monthly cost. In 2016, Neoscope was recognized as the 8th fastest growing company in New Hampshire by Inc. 5000 magazine. In 2018, MSPMentor 501 included Neoscope in their top managed service providers for the sixth year in a row.

EXECUTIVE SUMMARY

Neoscope's clients wanted and expected peace of mind knowing they were protected and prepared to meet the increasingly complex Cybersecurity threats facing them. Neoscope needed an easy way to educate and confirm that their clients understood the basics of Cybersecurity best practices. How could they efficiently do this with the thousands of end users they supported? CyberHoot delivered on these needs with an automated, easy-to-use Cybersecurity solution specializing in automated cyber security training, policy management and assessments.



THE CHALLENGES

Neoscope's clients needed to be protected and prepared to meet the ever-growing Cybersecurity threats facing them such as social engineering, spear phishing, ransomware attacks, etc...

Manually alerting employees through email on recent breaches with no way to track compliance or who read/understood them, was just not cutting it. Clients could not depend solely on technology to protect them, as even the best firewalls and email filters fail to capture or eliminate every incoming threat. Furthermore, Neoscope needed a solution for their own staff to learn from, to ensure that Neoscope themselves were not the source of a major security breach of their client networks as alluded to in this recent Computer Emergency Response Team **alert**. A stronger human firewall was needed for Neoscope and their client environments as their first and last lines of defense. How was Neoscope to address this efficiently, securely and without breaking the bank for their clients?



THE SOLUTION

Cyberhoot delivered an automated Cybersecurity solution that was perfect for the SMB's they supported. With CyberHoot, Neoscope can now train and govern its own employees with free access to this solution. For their clients, Neoscope now can provide an open LMS cybersecurity awareness training and policy management solution. Neoscope made the strategic decision to provide the CyberHoot solution to each and every client of their MSP. CyberHoot met these needs ensuring Neoscope's clients could educate and

test all their employee's Cybersecurity awareness and preparedness. With automated notifications, password-less trainings and compliance notifications, managers can track employees for both training and policy compliance. Out of the box, CyberHoot is the most economical, easiest and most effective solution available to both Neoscope's and its client's needs.



THE RESULTS

Clients that adopted CyberHoot experienced many important benefits. Employees were more confident, secure and productive after learning how to use password managers and spot phishing attacks quickly and easily. Client managers had simple automated reporting to ensure their direct staff were completing their training and policy tasks in a timely fashion. CyberHoot Clients experienced many fewer successful hacker attacks improving their uptime, while reducing Neoscope's cost of supporting them dramatically. Most importantly, Neoscope enjoys 99% client renewals for CyberHoot clients. CyberHoot has clearly been a WIN-WIN-WIN for clients, their employees and Neoscope.

- ▶ **Do you want to increase monthly recurring revenue and profitability?**
- ▶ **Do you want your clients to be more productive, confident and secure?**
- ▶ **Do you want to differentiate your MSP with Cybersecurity best practices?**
- ▶ **Do you want to increase your client retention while lowering your support costs?**

Then it's time to join our family of MSP's reselling CyberHoot

- ▶ Reduce client down-time through education and awareness
- ▶ Increase Monthly Recurring Revenues
- ▶ Differentiate: increase client retention and win more business
- ▶ Simplify: use the simplest solution available without having to add staff
- ▶ CyberHoot has proven itself to create highly satisfied, secure and loyal clients (without adding additional resources to support)



VALUE

What are the biggest reasons you would recommend CyberHoot?

"With CyberHoot, Neoscope can support all its clients, (thousands of users) Cybersecurity educational and training needs in a single pane of glass.

CyberHoot has proven its value to Neoscope with almost 100% customer renewals and retention over 3 years for CyberHoot adopters. CyberHoot yields stickier, more satisfied, more secure clients for Neoscope. It reduces the cost of supporting those clients due to fewer security incidents. In fact, because of the value CyberHoot provides, Neoscope now includes CyberHoot licensing costs in every single Managed IT services contract it signs.

Most importantly contract values increased by an average of 12% with the use of CyberHoot, while support costs were reduced significantly from fewer security-related incidents.

Our clients are more secure and productive when using CyberHoot!"

TIMOTHY MARTIN
President/CEO, Neoscope



Visit CyberHoot.com today to begin a free trial for 30-days and experience the peace of mind that comes with a prepared and confident workforce and a stickier more satisfied client base!

