SaaS Alerts
Cover Your SaaS

pckwikfix

After a string of almost-really-bad security incidents, Darren Nichol and his team at pckwikfix started using SaaS Alerts to offer their clients more protection. Now, they can prevent security slip-ups from escalating into serious problems.

MEET THE MSP

Darren Nichol
Managing Director of pckwikfix

Location

Glasgow, United Kingdom

Offerings

- Cloud services
- Office 365
- Data recovery
- Email and web hosting
- Repairs and upgrades
- Internet provision
- IT support
- User awareness training

Challenge

When it comes to football, spelling tests or cybersecurity, a couple of small mistakes can make a huge impact. And it was those seemingly small mistakes that showed Darren Nichol and his team at pckwikfix that they needed a better SaaS monitoring solution.

In less than a month, several of Darren's clients fell for phishing emails or gave up their two-factor authentication codes. While Darren's team was quick to act — and were able to prevent any data loss — the breaches were wake-up calls.

> **"We were quite lucky and didn't have any major issues. But those compromises showed the gaps that existed in clients' security. We were almost forced to act. We've always tried to be security-focused, but there was room for improvement, and that's where SaaS Alerts comes in."**
>
> *— Darren Nichol, Managing Director at pckwikfix*

Security is a top priority for pckwikfix. They recently secured the government-backed Cyber Essentials Plus certification, helping them and their customers in the fight against cyber attacks. They quickly understood that the back-to-back breaches meant they needed a more robust SaaS security tool in place — and fast.

Solution

To more effectively monitor login records and offer more valuable SaaS management, Darren's team set up a third of their clients on SaaS Alerts.

Darren also uses the SaaS Alerts Respond module for select clients, including the non-profit who had almost been compromised. The Respond module uses machine learning pattern detection to automatically block suspicious logins and terminate dangerous file-sharing activity, based on specific behaviors or sequences chosen by the MSP.

Since there had already been a close call with this client, Darren knew which behaviors to flag as suspicious. He was able to set up automations within the module to tackle the problem if those behaviors happened again.

Results

SaaS Alerts has helped pckwikfix:

Increase Visibility Over End-user Behavior
A cruise can be an excellent way to see multiple countries in a short period of time. But for MSPs, a client on a cruise is a nightmare for security monitoring. Did that end user really log in from Croatia one day, and then Italy the next? Or could those logins be a hacker?

With SaaS Alerts in place, Darren's team can keep better track of end user login records. If a client mentions they're headed out of the country, pckwikfix can note that travel — and rest a little easier when those Croatian logins roll in.

If that end user's login reports veer from their travel itinerary? Well, then it's time to act.

Protect Clients' SaaS Against Hackers (Before an Attack Happens)
Remember the charity that experienced the "near miss" before? A hacker targeted one of their email accounts again (as hackers like to do!).

But this time, the bad actor slammed into a (virtual) brick wall thanks to SaaS Alerts.

Feel Confident in All-Night Security
In the old days, MSPs could only rely on themselves to secure their client environments. But there are limits to solely human-powered security: namely, the need for sleep.

With SaaS Alerts in place, especially the automated Respond features, Darren can head to bed and feel peace of mind.

Increase Client Confidence
Clients don't always need to know every minor detail of how MSPs protect them. Clients just need to know that they're protected.

SaaS Alerts empowers Darren and his team to better monitor client environments and automate some remediation tasks — so pckwikfix can stop problems at the source. These tools have allowed the team to limit damage if there is a compromise.