



Cloud-based VIPRE Gets Thumbs Up from Long-time Partner and Beta Tester



Company:

John Peterson Consulting Inc.

Website:

www.jpcci.com

Headquarters:

Bend, OR

Year Founded:

1997

Business Model:

MSP/consultant

When John Peterson Consulting Inc. (JPCI) takes on a new IT services client, one of the rules the company makes very clear is that the client must adopt its strict security policy. And that means clients must deploy VIPRE on all devices connected to their network.

VIPRE is a fundamental component of the IT services contract that JPCI, a Bend, OR-based MSP and consultant, uses for clients, says John Peterson, the company's president and chief network engineer. "Our helpdesk service contracts clearly spell out what clients must do to stay secure. We require VIPRE on all devices connected to the business network, pushing out all the patches that the VIPRE console offers, and enforcing Windows updates."

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A strong VIPRE proponent, Peterson didn't hesitate to participate in a beta program for a new, cloud-based version of VIPRE when the opportunity arose in 2017. Having tested the solution, he says he is eager to start using it for clients. "I expect it will be much more responsive both for us and for our clients. We plan to go cloud-only."

Peterson says he is pleased with the new features and enhancements of the cloud-based VIPRE, particularly the redesigned administrative dashboard. The console provides an at-a-glance overview of each site's vital statistics and delivers health reports by email to administrators.

"The new dashboard provides a lot more information, both summary info and drill-down-specific information," Peterson says. "The daily email, which I choose to receive first thing in the morning, helps to show trends quickly. These might include a lot of red flags from one customer or sites not checking in, for instance."

Small Business Focus

Peterson founded JPCI in 1997 after leaving a local computer services provider to start a consultancy focused on small businesses, ranging in size from five to 100 employees. "This allows us to use pretty much the same service model for all clients, and makes us more efficient at what we do," he says.

Originally, JPCI charged by the hour but eventually switched to a flat-fee MSP model. Five years ago, JPCI also opened a second office in Redmond, OR, run by Peterson's youngest son, Brandon DeFoyd. "We contract with businesses who are large enough to warrant an in-house IT department, but who can't cost-justify one," Peterson says.

JPCI serves as the in-house IT department for clients. It charges a monthly flat fee for services. "Our flat-rate model essentially becomes a computer/network insurance policy with a zero deductible. Our clients know they will never be charged anything extra for computer services as long as they follow the guidelines in the contract regarding security and update practices," says Peterson

JPCI currently manages 250 VIPRE endpoints, 135 of which as managed services clients. The remaining clients host VIPRE on their own servers or, in the case of very small clients, use VIPRE Internet Security.

Peterson says his appreciation of the product dates back to 2009 when he switched to VIPRE in anticipation of the Conficker virus, which was supposed to strike on April 1. VIPRE, he says, was the solution best prepared to deal with the threat. He previously had used other endpoint protection solutions, such as Norton, McAfee and Trend Micro, but stuck with VIPRE ever since.

Remote Management

VIPRE's main attractions for Peterson are its central management capability, remote installers and the ability to manage patches for critical software such as Flash and Java. The remote installer feature is especially welcome because Peterson and his son manage JPCI's clients from their respective home offices. The clients are spread across three counties in central Oregon. "Some of them have remote users or branch offices scattered around the rest of Oregon, as well as out of state."

Installation is easy in typical settings, he says, and clients don't even notice VIPRE because of its small footprint. Updates and renewals are managed behind the scenes as part of JPCI's managed services program so clients are "no longer even bothered with renewal notices," Peterson says.

"I would have to say my favorite thing about VIPRE is being able to tell our clients we offer a product with a 100% catch rate, zero false positives, consistently at the top of the product reviews. It not only keeps itself up to date, and runs scans automatically with the results sent to IT, but also updates over

80 other products they may be using. And it only adds \$1.25 a month per machine to their support contract."

Currently, JPCI manages 135 VIPRE seats. "Our biggest single installation is around 75 systems, centrally managed from the clients' head office but with users in three cities. It took about a day to migrate them from Norton to VIPRE, and they're very happy with both the security and the price."

VIPRE to the Rescue

Thanks to VIPRE, Peterson says he hasn't come across malware problems that couldn't quickly be fixed – with a couple of exceptions. In one case, a client was hit with ransomware after opening emails they were specifically instructed not to.

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Another case involved "scareware." A client received instructions through a pop-up window to call Microsoft for support. "And he did just that, giving them full remote access to his PC for about 20 minutes," Peterson says. The problem is the client had actually been in touch with scammers, rather than Microsoft, which does not use pop-up screens to tell users they need support.

"VIPRE managed to completely protect his system from any damage. I had it on our quarantine bench for two days running every test in our arsenal looking for malware, rootkits and keystroke loggers, and there was absolutely nothing on the system."

VIPRE Loyalty

Peterson's loyalty to VIPRE is rooted in the solution's proven results. For customers, he says, the solution delivers peace of mind, knowing the chances of losing their critical business data to malware is next to zero, "and that they don't have to do a single thing."

Asked if he would recommend VIPRE to peers, Peterson jokes: "Only the ones who aren't in direct competition with us." Then, getting serious, he says, emphatically, "For all others, including friends and family, I tell them that there is no other product I could recommend with a straight face."