



VIPRE Enterprise Keeps ShareTech Customer Service Outstanding

Situation

ShareTech is a professional IT management company, specializing in performing the role and tasks of an in-house IT Department, only doing it all virtually – over the internet. ShareTech manages networks for small and medium businesses across industries including legal, financial, medical, manufacturing, hospitality, media and non-profit. Michael Nolette, President of ShareTech, and his staff of 4 technicians provide all of the services necessary to manage the networks of their clients, comprising approximately 1500 workstations, including troubleshooting IT, monitoring servers, installing patches and ensuring network security.

With clients ranging from a 35-person medical office requiring adherence to complex HIPAA guidelines, to a 650-workstation media publications operation demanding high performance and minimal downtime, it is essential for ShareTech to be able to manage a number of networks simultaneously with as much efficiency, simplicity and flexibility as possible.

Challenge

Michael and his team had been using two separate solutions for security. Issues developed when one solution proved to be ineffective at communicating over the internet, necessitating ShareTech to install the product on their client's local server, adding performance overhead to the client network – a situation ShareTech tries to minimize. When the latest version of one of the solutions actually locked up some ShareTech customer PCs with no fix in sight, it was time to re-evaluate security solutions overall to find one that filled all of the needs of both ShareTech and its customers.

Solution

Familiar with Sunbelt Software's products from past successful use of CounterSpy Enterprise, Michael decided to try VIPRE Enterprise – much to his delight. Now that they have implemented VIPRE, ShareTech and its clients enjoy:

- **Powerful performance with ease of management** simplified by the use of one solution for antivirus/antispyware. This allows ShareTech to serve the variety of needs of a wide range of customers and manage multiple network computing environments simultaneously.
- **Outstanding reporting features** that allow ShareTech to monitor and assess repeated alerts so proactive measures can be taken with users.
- **Flexibility to manage a variety of business types and sizes** made simple through VIPRE's easy policy creation and management functionality, changing old policies and making new ones based on customer requests.
- **Fast and reliable customer support** for troubleshooting and problem-solving, from Sunbelt's highly approachable and responsive team.

Results

ShareTech offers its customers a way to maximize the performance and efficiency of their computer networks – while minimizing the overhead of an in-house IT department. Sunbelt Software's VIPRE Enterprise helps them deliver that promise with its powerful performance, simplicity, flexibility, and ease of use over a variety of computing environments.

"I know it sounds like a cliché, but VIPRE Enterprise is truly the best bang for your buck. It's the most efficient solution I've run yet . . . it catches what it should, and does the job it's supposed to be doing . . . all while providing us with a simplicity of management that's imperative to our business."

Michael Nolette, President
ShareTech



Sunbelt Software