



## #1 ranked technology. Experts' choice.

Here at Klenner.at we believe in excellence. That is why the stellar expert reviews on Bitdefender played an essential part in our decision to become a Bitdefender partner. Besides, as we were already on track to become a MSP. The MSP model and the excellent price structure offered by Bitdefender were equally crucial in our decision to team up with this amazing technology company. It was the right decision, as we can see every day. Having a special solution for virtualized environments brings great advantages compared to other solutions. As we plan to grow and attract larger clients with a more complex infrastructure, it is essential to have such a solution in place. For our small clients, Bitdefender's cloud console is perfect, as it saves time and resources. The central console gives them total control without requiring local installation. Moreover, they don't even have to have their own server. For our larger clients, and for those who prefer an on-premise solution, the GravityZone Virtual Appliance is an outstanding example of maximum functionality with minimum administrative effort. The solution offered by Bitdefender is unique in terms of innovative features. Other competitors have one similar feature or another, but not the whole package. The positive impact that Bitdefender has made on our customers is evident: so far, none of our clients switched to another product. One thing is for sure: now, that they are covered by Bitdefender, they definitely sleep better.

## Lifetime Recurrent & Protected Revenues

Bitdefender offers great support and flexibility, which were crucial in retaining projects. Our partner has helped us surpass our quarterly targets by far, and make great profits. This wouldn't have been possible without Bitdefender. The company has definitely met our requirements in terms of bonuses and financial support. At the same time, Bitdefender is constantly sending new leads for clients, so we have a well filled sales pipeline. Whenever we need support, we get answers and feedback in no time.

## Working together. Simple, easy and straightforward

Bitdefender has changed the way we do business. With all the tools available to us, including the very informative PAN portal, the quoting tool and the easy-to-explain license models, we can create the right offers in just minutes, which saves us a lot of time. It also increases our productivity, as the customer gets the offer very fast. It's how it should be. The people we work with are real people, not 'departments', 'hotlines' or 'help desks'. The MSP model allows us to provide more services on a 'per seat' basis. This is the way managed services will work in the near future. Bitdefender understands the needs of MSPs and offers a monthly pay-what-you-use model besides the classic one-, two- or three-year licenses. We started to see the benefits of this partnership very quickly. We began to migrate our first clients shortly after signing the contract, and could already see how easy to use Bitdefender's solution is. Then the first leads came in, and we had another confirmation that partnering with Bitdefender was the right call. In fact, we had not expected such a big number of leads. Bitdefender is easy to use, fast and secure. This partnership has helped us grow our customer satisfaction, our revenue, as well as our customer base. It is easy doing business with Bitdefender. Signing the partner contract was one of our best decisions ever.

Wilhelm Klenner,  
CEO at Klenner.at



IT-Services. Telefonanlagen. Einfach. Alles.

Klenner.at, Silver Partner based in Vienna, offers small and medium-sized companies IT and telecom infrastructure consulting, implementing and servicing. On the market since 1989, the firm is a small, but steady player in east Austria, and it has grown at a very fast pace in the past six years. At present, Klenner.at is moving itself from a break-fix company to a managed service provider (MSP). The firm places security at the core of its business, and aims to move its customers from on-premise to cloud solutions.

### About Bitdefender

Bitdefender is a global company that delivers security technology in more than 200 countries through a network of value-added alliances, distributors and reseller partners. Since 2001, Bitdefender has consistently produced award-winning security technology, for businesses and consumers, and is one of the top security providers in virtualization and cloud technologies. Through R&D, alliances and partnership teams, Bitdefender has created the highest standards of security excellence in both its number-one-ranked technology and its strategic alliances with some of the world's leading virtualization and cloud technology providers.