

## CASE STUDY

# The Guru improves efficiency up to 75% using CloudCare's security services

## The Company

The Guru has been serving the IT and security needs of small and medium businesses (SMBs) throughout Southern California since 1995. Owner and Founder Richard Papasian brings over two decades of software, hardware, security, and networking experience to The Guru and is the passionate force behind the business. "IT is a challenging sector, but I love what I do. My background gives me the expertise and insights to troubleshoot situations, resolve issues, educate clients, and provide strong IT environments that ensure business continuity," says Richard. "This is especially critical today. The cybersecurity landscape is introducing new risks and I'm continually educating clients about threats and social engineering techniques designed to outsmart users. This helps mitigate human error on the customer's side and also helps me build trusted relationships."

## The Challenge

Richard's focus on delivering proactive services has not only helped his clients run better businesses, but has driven steady growth for The Guru. "Our goal is heading off issues before they become bigger problems that could impact our client's operations. This becomes much more complex when you're dealing with small business budgets. To deliver value and drive growth, I need one good product that keeps all client sites secure, uplevels our service, and makes my job easier."

## The Solution

Richard has used CloudCare since 2006 and has continued to track its product evolution. He explains, "CloudCare has become our all-in-onesecurity solution. It provides us maximum visibility and management capabilities. We can remotely manage and deliver security services very efficiently. It extends the power of our team."

**WEBSITE**

[www.calltheguru.com](http://www.calltheguru.com)

**INDUSTRY**

Managed IT and security services

**BUSINESS NEED**

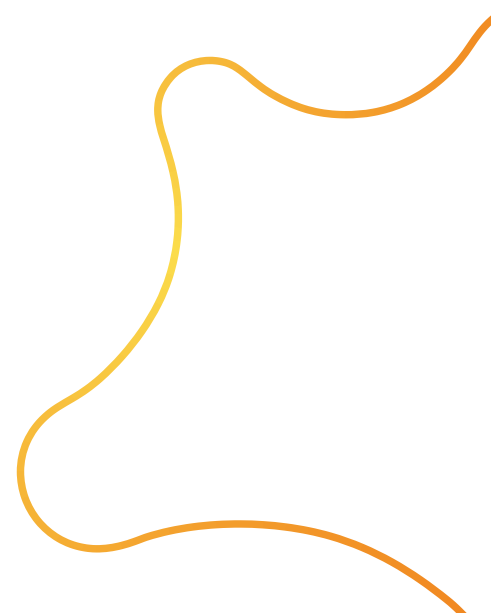
Continually finding easier and more efficient ways to deliver security services to SMBs

**SOLUTION**

Avast Business CloudCare

**RESULTS**

- Saving 15-20 hours per week using CloudCare's central management capabilities
- Improved efficiency by 50%-75% using CloudCare's remote support and integrated security services
- Gained efficiencies using CloudCare, allowing extra time to perform system upgrades and pursue new business



Through the solution's cloud-based administration console, Richard can manage all customer sites and networks from a single, central platform. "I don't know of any other vendor with a better administration portal. I can log in and manage my AV, content filtering, and all other security services for clients through one pane of glass. I don't have to touch a system physically to do anything. The interface works really well and everything is managed from the console. It's phenomenal."

Richard is also realizing unexpected benefits from CloudCare's real-time alerts. "I had recently upgraded a client's antivirus. A few days later, I received a CloudCare alert indicating CloudCare had been uninstalled for this client. I thought it was odd that the client would uninstall his own software, so I immediately called and he explained that a technician from Microsoft had phoned him, requesting access to his system for malware cleanup, quoting him a service charge. The caller fooled my customer enough to allow remote access into his system."

"These types of scams can be an easy way to catch busy or unaware users off guard. Fortunately, I was still on the phone with my client when a van pulled up to his door to collect the service charge. I was able to intervene using CloudCare's remote access to run scans and reinstall applications. With CloudCare, we can see any change in system status and behavior before it can cause damage. This is one more way CloudCare provides a full-service security solution for my client base."

### **The Results**

Service efficiencies gained from using CloudCare have enabled Richard time to pursue accounts with larger clients. "CloudCare has helped me simplify my solution set and that saves me time dealing with multiple solutions that are not always easy to manage. I'm able to streamline my service delivery, improve efficiency, and enhance client management. This allows more time to focus on building my business."

“ CloudCare enables us to deliver enterprise-grade security for small business budgets. We're solving unique problems, managing complex tasks and working with mission-critical data to set customers up for success. CloudCare helps us work efficiently and deliver exceptional service. ”

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