

eScope Solutions

eScope Solutions delivers layered security and peace of mind to its financial services client base with OpenText Cybersecurity.



Who is eScope Solutions?

eScope Solutions is a Managed Security Service-based technology organization providing all forms of networking and security services exclusively to financial institutions throughout the US. It has been providing “best in breed” services to the US financial industry since 1992. The services are tailored to accommodate the unique characteristics of financial institutions and their data processing vendors.

Growing Importance of Robust Cybersecurity in Regulated Industries

With ever-increasing regulatory compliance requirements for the financial industry and the threat of sophisticated cyberattacks, small and medium businesses in this sector look for a reliable partner to support their compliance and data protection requirements. eScope

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Solutions recognizes the importance of a personal touch in this often-impersonal world, as Dean Marshall, Executive Vice President of eScope, explains: “Many of our clients operate in the credit union sector and being familiar with key industry terms, specific processes, and regulatory requirements is really helpful in client communications. It is also important to appreciate the culture and mission of these organizations so that we are best placed to support them. Our client interactions are clear, transparent, and based on building a personal relationship. As part of our commitment to serving our clients, we ensure that any technology we recommend has been thoroughly tested in-house first. To support our clients’ need for endpoint protection, we worked with Symantec and McAfee. However, the quality of support we received from both companies decreased as they grew and became more aimed at the enterprise space. We needed to find a viable alternative.”

OpenText Cybersecurity Solutions are Lightweight and Easy to Use

Endpoint protection helps businesses keep critical systems, intellectual property, customer data, employees, and guests safe from ransomware, phishing, malware, zero-day threats, and other cyberattacks. Purpose-built for managed service providers like eScope who focus on small and medium



At a Glance

Industry

Managed Service Provider (MSP)

Location

New York, USA

Challenge

Deliver proven and light-weight cybersecurity solutions to regulated clients to protect them against cyberattacks and support improved regulation compliance

Products and Services

Webroot Business Endpoint Protection
Webroot Advanced Email Threat Protection
Webroot Advanced Email Encryption powered by Zix

Success Highlights

- Minimal footprint and system performance impact
- Easy configuration and deployment
- Superior support
- Improved regulation compliance

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businesses, OpenText™ Webroot Business Endpoint Protection solves these problems by delivering comprehensive protection that complements an organization’s own cyber resilience strategy. It harnesses the power of cloud computing and real-time machine learning to continuously monitor and adapt endpoint defenses.

“Our engineers looked at Webroot and really liked what they saw,” says Marshall. “Technologically, Webroot is a much leaner solution than Symantec. With many pieces tagged onto the core functionality of endpoint security, Symantec has a big footprint which can adversely affect performance. Webroot and Zix products were easy to configure and install in just seconds. They pretty much run by themselves, but on the rare occasion we needed support, the OpenText response was swift and knowledgeable.”

As email continues to be the primary business communication tool, and the number one attack vector, when eScope clients looked to them for email threat protection and encryption, the eScope team knew where to go. Any solution needed to support full multi-tenancy operations so that eScope can guarantee to keep customers’ email and data completely siloed and secure. A major US financial services regulator leverages Zix solutions, now part

of OpenText, and that was a strong motivator for eScope. “We view Zix as the 800-pound gorilla of the email encryption business, so it makes complete sense to use it,” comments Marshall. “Having Webroot and Zix under the same OpenText umbrella gives us economies of scale. When we moved from a datacenter-hosted model to the cloud, the OpenText Cybersecurity solutions seamlessly migrated with us.”

Improved Compliance Management and Cyber Resilience

By leveraging OpenText Cybersecurity solutions, eScope has become instrumental in its clients’ compliance management. The eScope team supports independent evaluations for insurance policies, as well as technical, managerial, and compensation controls. All financial services organizations are subject to annual audits from industry regulators to review regulation compliance, and eScope clients are clear that their risk profiles are much better managed with the OpenText Cybersecurity solutions in place.

Marshall concludes: “Our native multi-layered cyber resilience approach needs minimal administrative effort and helps our clients stay ahead of evolving cyber threats. The Webroot solutions were designed with small and medium businesses in mind, as well as their value-added reseller partners. They are

lightweight, affordable, and cloud-based, making them ideal for us to work with. We are pleased to see the OpenText emphasis on cybersecurity and look forward to exploring future opportunities with them.”