# Digital Boardwalk enhances total client protection with OpenText Cybersecurity

**Digital Boardwalk**
PLUG INTO SMARTER I.T.

## AT A GLANCE

### Company
Digital Boardwalk

### Industry
Managed Service Provider (MSP)

### Products

- Webroot™ Advanced Email Encryption powered by Zix™

- Webroot™ Advanced Email Threat Protection

- Webroot® Business Endpoint Protection

- Webroot® DNS Protection

- Webroot® Security Awareness Training

### Key Findings

- Mitigate email attacks

- Eliminate training time

- Easy to use and operate

- Meet cyber insurance requirements

## 4,000
hours per year saved

## 90%
of attacks removed

## Multi-layer
solution drastically reduced attacks

## Background

Digital Boardwalk provides managed IT services for co-managed, small to medium businesses and clients with stringent regulatory compliance regulations throughout the U.S. Digital Boardwalk serves clients in the legal, human resources, commercial real estate, defense, financial and insurance industries.

Dedicated to meeting the demanding and ever-changing cybersecurity needs of its clients, Digital Boardwalk is constantly evolving and committed to providing preventative maintenance to meet industry and client standards.

## Challenge

Small businesses often suffer from budgetary constraints and have limited knowledge-based resources to adequately address their compliance and data protection requirements. As the threat landscape continues to evolve and more communication occurs in the digital realm, especially through email, Digital Boardwalk knew they needed to partner with a trusted provider that could offer data protection and training solutions for its clients.

As an MSP, it's important to provide an industry-leading solution that goes beyond checking the box. Digital Boardwalk is dedicated to providing cybersecurity solutions for clients with stringent compliance regulations, who need to meet cybersecurity maturity model certification (CMMC) or cybersecurity insurance requirements.

## Solution

"Clients look to us for peace of mind and OpenText's Cybersecurity solutions help us protect our clients every single day and meet cyber insurance requirements," commented Brian Wilkey, Chief Operating Officer, Digital Boardwalk. "Whether it's from a cybersecurity or general business operations perspective, clients know we are there behind the scenes 24/7 maintaining and protecting everything and steering them towards new technologies to help them meet their business objectives."

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>
> - Brian Wilkey, Chief Operating Officer, Digital Boardwalk

Digital Boardwalk chose Webroot Endpoint Protection, DNS Protection, Security Awareness Training (SAT) and Email Security solutions opposed to other providers in the market because of its user experience and simple management. OpenText Cybersecurity offer easy to use solutions that are MSP-ready and highly beneficial to clients and their recipients.

"Unlike other providers, Webroot Advanced Email Encryption doesn't leave the encryption process to users. It immediately starts working once activated, which removes that administrative burden," noted Wilkey.

Digital Boardwalks also includes Webroot Email Threat Protection in its total client protection and has incorporated this offering for over a decade. Email continues to be primary business communication tool and is the number one attack vector.

Wilkey continued, "To help our clients reduce the likelihood of attacks and mitigate risk, we offer Webroot Email Threat Protection in every offering to our clients. By doing so, we easily removed 90% of email-borne threats."

Data and endpoint security is a primary focus for Digital Boardwalk, but they also train clients and their staff to spot cyber-attacks. We round out our multi-layered security bundle approach with SAT.

"It was an uphill battle explaining the value of Webroot Security Awareness Training. Phishing simulations and training have been an incredible tool for us, helping us identify vulnerable users and locking down our clients' security gaps." Wilkey continues, "Now that we can demonstrate the need and the long-term value, our clients have stayed safe and happy."

## Results

OpenText Cybersecurity bring us closer to achieving cyber resilience through a multi-layered approach that require minimal administrative effort, helps to stay ahead of evolving cyber threats and educates clients to avoid becoming a victim of cyberattacks. Combined with our proactive cybersecurity auditing approach, clients benefit from minimized threats.

"We only offer Webroot solutions as a package and it has significantly reduced the number of attacks our clients witness," stated Wilkey.

By focusing on standardizing on a comprehensive, multi-vector cybersecurity defense strategy across our entire client base, including recurring audits for configuration compliance with our standards and policies, we've been able to reduce our time investment into cybersecurity incident investigation and response by nearly 4,000 hours per year.

Clients who subscribe to our services, embrace our cybersecurity-first directives, and adopt our recommendations have been able to eliminate cybersecurity incidents, account compromises, ransomware attacks, and data breaches.

Looking to the future, Digital Boardwalk will be working with industry-leading subject matter experts to provide clients education and resources about cyber insurance and how to navigate the legal, civil and regulatory landscapes.

Wilkey noted the importance of cyber insurance, "Cyber insurance is a must have versus nice to have for SMBs today. Most SMBs will not be able financially survive a cyber-attack and therefore cyber insurance can help pay for liability and threat investigation. Cyber insurance can help mitigate financial damage and prevent SMBs from going out of business."

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