




Nerds That Care Delivers XDR to Its Customers for Extended Protection Beyond the Endpoint

 nerdsthatcare.com

 United States, North America

 Professional services, information technology

 11-50

 Partner

Solutions

- Solutions: Trend Vision One™, Trend Vision One™ for Service Providers (xSP)

IT Environment

- Microsoft, manages about 4,000 endpoints

Business benefits

- Forty work hours saved per month
- Provides a full view of security incidents throughout the company's customer base
- Supports the company and its customers with flexible options in uncertain times
- Allows employees to focus on strategic tasks, knowing that security is fully managed

Overview

Nerds That Care, a New York-based managed service provider (MSP), delivers cutting-edge IT solutions to businesses of all sizes and industries. The company specializes in managed IT services, cybersecurity, cloud solutions, backup and disaster recovery, and comprehensive end-user support. Led by CEO James Rocker, Nerds That Care leverages a long-standing partnership with Trend Micro to ensure clients receive the highest level of security, keeping them protected against ever-evolving cyber threats.

Challenges

Nerds That Care's success relies on its ability to protect small and medium-sized businesses that don't have the infrastructure to deflect today's evolving and sophisticated threats. "About 70% of our customers would go out of business if they had a security breach because they can't handle the repercussions," says Rocker. "We are always trying to find the best security solutions available to protect them."

Why Trend?

In 2019, company leaders conducted a review of existing security offering and considered staying with its incumbent provider. However, after networking with Trend at an event, Rocker was convinced that the vendor's solutions could provide the next level of security he needed. "When I saw Trend Micro's security solutions, I knew they were better than others we considered," he says. "Compared to what we were using at that time, it was night and day." Rocker adds that his greatest decision was switching to Trend. "The company is purely focused on security."

Trend's customer service also impressed Rocker. "Trend Micro was focused on us, and we could tell they were dedicated to our vision," he adds. "People need to be educated to work with a great partner, one that advocates for us and educates our customers. The whole solution and the people in the SOC in the back and behind the scenes are the real heroes."

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James Rucker
CEO,
Nerds That Care

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Solution

Nerds That Care chose Trend Vision One for Service Providers (xSP) to correlate data across multiple security layers for a deeper understanding of incidents and their impact. Designed for small and medium-sized businesses, Trend Vision One xSP provides comprehensive security services, strategies, and oversight across the entire threat lifecycle—from proactive cyber risk management to detection, response, and even remediation. “Trend Vision One xSP is seamless to use and organize,” says Rucker. “Deployment and configuration were super easy, and the portal is simple to navigate.” Prior to Trend Vision One xSP, the team frequently dedicated up to five hours crafting root cause analysis reports, as the tool not only delivered comprehensive postmortem insights but also detailed every instance affected by the threat. “It was a huge burden for us as an MSP,” says Rucker. “Trend Vision One xSP now handles all that for us. This is 110% visibility from what you get on a network.”

Results

With Trend Vision One xSP, Trend threat experts proactively scan the company’s customers to find and eliminate malicious issues. “I estimate it saves us at least 40 hours a month of labor, which our employees now use to work on more strategic tasks,” says Rucker.

Peace of mind is important for an MSP like Nerds That Care, most notably ransomware threats. “We’ve already had several events where a client clicked on something malicious and Worry-Free XDR did what it was supposed to do and stopped it,” explains Rucker. “With Trend Micro, we know our customers are protected, and if there is a ransomware attempt, we don’t have to do any investigative work.”

Visibility has also been a game changer for Rucker. “With Trend Micro, we get full visibility as everything is behind a glass wall,” he says. “XDR provides the visibility, confidence, and the level of sophistication to protect anything.”

What’s next?

During the COVID-19 crisis, one of Nerds That Care’s customers was forced to lay off over 200 people, and that customer’s leaders had to make a difficult decision to reduce costs by removing the Trend extended detection and response (XDR) solution. “Trend Micro told us to keep XDR for our customer and deduct the cost from our bill,” says Rucker. “That saved jobs for us, and we were able to pass that discount on to our customer to help them during these difficult times. We were so grateful that Trend Micro supported us on that. It was a wonderful demonstration of collaboration between partners.”

This dedication helped make Trend the top choice for Rucker as Nerds That Care continues to grow and expand its services into the future.

More information

Ready to transform your cybersecurity approach? Learn how companies like Nerds That Care are staying ahead of threats with [Trend Vision One](#).