



**SHARED  
PHILOSOPHY  
PAYS LONG TERM  
DIVIDENDS**

**KASPERSKY** lab

# SSD TECHNOLOGY PARTNERS OF DELAWARE UNDERSTANDS PRECISELY WHAT ITS CUSTOMERS ARE LOOKING FOR FROM AN IT MANAGED SERVICE PROVIDER.



## IT and telecoms

- *Headquartered in Delaware and Pennsylvania*
- *IT managed service provider*
- *Using Kaspersky Endpoint Security for Business*

Its customers want to 'work, uninterrupted'. It's as simple as that. And it's that clarity of purpose that has given SSD an unrivalled reputation for service excellence and customer care in Delaware and neighboring Pennsylvania.

Client retention rates exceed 90% for most of the years it has been in business. The company has built enduring partnerships with a rich portfolio of organizations in diverse sectors, by delivering great IT solutions that free customers to focus on what they do best.

### Challenge

SSD's IT managed service solutions help its customers to maintain their competitive edge, by maximizing productivity and minimizing interruptions to daily work flow. And on the rare occasions when something goes wrong, SSD's support teams bring two key attributes to the table.

The first is experience and technical expertise. When that screen is frozen, the emails have stopped flowing or that application has just crashed, SSD is on hand to find solutions quickly and calmly.

The second is a pride in simply being human. A friendly voice that cares about the customer's situation, understands the stresses and strains of today's workplace and explains clearly and without technical jargon, how the problem will be resolved.



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*“Kaspersky Endpoint Security for Business is now our solution of choice – it’s the best we’ve ever worked with.”*

Woodie Bowe, Vice President, Technical Services, SSD Technology Partners

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This combination is at the heart of SSD’s own competitive edge. Great technical solutions that keep its customers’ businesses functioning smoothly and growing steadily, designed, applied and managed by great people, who don’t live in the cloud or in a remote data center, but who are accessible, responsive and rooted in the real world.

This formula has delivered success for more than three and a half decades, working for diverse organizations in healthcare, education, financial services, legal and non-profits. Now employing 48 people, SSD’s pride in its performance means that it is content to continue serving the business community in Delaware and Pennsylvania and maintaining its high standards, rather than expanding beyond its heartlands.

Another key component of its prosperity as a managed service provider is the ability to identify technology partners who share SSD’s pursuit of excellence – and its appreciation of what great customer service really looks like.

### **The Kaspersky Lab solution**

SSD’s relationship with Kaspersky Lab dates back more than three years, and it’s gone from strong to even stronger, according to Vice President of Technical Services, Woodie Bowe, a 21-year veteran with SSD.

Woodie and colleagues began exploring the suitability of Kaspersky Lab’s endpoint security technology after experiencing some difficulties with their incumbent supplier. After a rigorous assessment program, SSD purchased an initial 1,500 licenses and integrated the solution into its own network management package.

“Our customers rely on us to design and deliver solutions and services that allow them to run their own businesses, without worrying about their infrastructure,” explains Woodie. “So, we apply our best expertise and judgment in making the best decisions we can, on their behalf.”



### **CONFIDENCE**

*Consistent, long-term, high-quality performance*



### **PARTNERSHIP**

*Shared philosophy that customers always come first*



### **SUPPORT**

*Fast response with technical excellence*

# 48

employees

# 90%

client retention

"Our decision to move to Kaspersky Lab had immediate results, with significant improvements in virus detection and protection rates. Later, as we continued to see sustained top performance from Kaspersky Lab solutions, we transitioned completely away from our previous solution.

"This enabled us to use Kaspersky Lab's dedicated management console to monitor and manage its performance across our estate. We are now using in excess of 3,000 Kaspersky Endpoint Security for Business licenses."

### Solution of choice

"We had great cooperation and support from Kaspersky Lab to help us make that transition and to identify a roadmap by which we can further expand our use of its technology for the benefit of our customers. Of particular interest to us is Kaspersky Lab's encryption solution, which will be the next addition to our portfolio.

"Kaspersky Lab endpoint security is now our solution of choice – it's the best we've ever worked with. We now use it in the majority of our managed service solution deployments and it's extremely reliable.

"And we get great technical support from the Kaspersky Lab team too. It's always very reassuring to have a partner who responds in a way that recognizes what this is all about – our customers. We see them as an extension of our team. They think like us and work like us."



**MOST TESTED\***  
**MOST AWARDED\***  
**KASPERSKY LAB**  
**PROTECTION**

\*kaspersky.com/top3

## KASPERSKY LAB

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### Kaspersky Lab HQ

39A/3 Leningradskoe Shosse  
Moscow, 125212  
[info@kaspersky.com](mailto:info@kaspersky.com)  
[www.kaspersky.com](http://www.kaspersky.com)

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