

CASE STUDY_



Making cybersecurity a competitive advantage to accelerate growth

Aaron Zimmerman, President of TotalCare IT, first discovered Todyl at an industry conference. The Todyl Security Platform's capabilities and vision for the future immediately impressed him, and led Aaron to reevaluate TotalCare's default security stack they use with their clients.

After months of testing, TotalCare reworked their existing stack to center around the Todyl Security Platform, replacing multiple vendors. Todyl's platform made it easy for the TotalCare team to roll out security solutions to new clients, which prompted Aaron to launch a new service line that would help him reach his company's growth goals while gaining a stronger presence in the Boise market. Aaron saw a gap TotalCare could quickly fill where companies might not need fully managed IT services, but they needed help strengthening their security posture.

The combination of ease-of-use of the Todyl Security Platform and the market opportunity led Aaron to launch "Idaho First Cyber Defenders." Aaron designed the program specifically for small businesses who don't have the need for IT services but lack the resources to fund cybersecurity expertise in-house.

"Todyl has been invaluable to our growth over the past year," Aaron says. "The team is more than just another vendor, they're a business partner we can turn to for crucial cybersecurity knowledge and support whenever we need it."

TotalCare IT is an MSP based in Idaho Falls, Idaho. Aaron Zimmerman and his team support clients across multiple industry verticals, managing over 1,000 endpoints in total. One of TotalCare's primary goals is to continue their growth and tap into new, larger markets in Idaho, particularly Boise.

I knew a single-agent platform would make it really easy for us to quickly deploy multiple security modules. This was crucial for our business as we pivoted to prioritizing security because we could implement defense-in-depth security to new users with very little ramp up time internally.



Aaron Zimmerman
President
TotalCare IT

"Todyl is the only vendor we've ever worked with that has provided multiple referrals back to our business," Aaron says. "For me, this just really hits home on how Todyl's technical account management team is dedicated to helping us grow and building a long-term partnership. They know that our success is their success too."

The program also benefited TotalCare's clients as well. One of their clients is a small regional financial services company with strict security requirements. With the Idaho First Cyber Defenders program powered by Todyl, TotalCare's client easily met the security requirements, and is now receiving additional business from a long-term client thanks to their stronger security posture using Todyl.

TotalCare has big goals with the program as they continue to roll it out to more and more small businesses to help the company gain a foothold in the Boise market.

Todyl's Managed eXtended Detection and Response (MXDR) team also detected and helped remediate business email compromise, which deepened trust with the client and opened the door for additional opportunities. While the CEO of a company was traveling, Todyl's MXDR team received an alert for a suspicious Office 365 log-in and alerted TotalCare in 2 minutes via Slack.

Aaron and his team immediately contacted the CEO, who confirmed they weren't traveling to the location in the suspicious log-in alert. Acting quickly, TotalCare and the MXDR team worked to shut down access. The MXDR team confirmed through their investigation that no sensitive information was accessed.

As a result of catching this attack, the CEO agreed to implement multi-factor authentication and accept more protection. By demonstrating the importance of cybersecurity, TotalCare deepened trust with their client and set themselves up for long-term growth.

RESULTS BY THE NUMBERS_

31%

faster deployment time

2 minutes

for the Todyl MXDR team to alert and help top business email compromise

40%

reduction in security vendors



Learn more at Todyl.com