



PCnet

Case Study



Table of Contents

PCnet	3
The Challenge	3
The Solution	3
Benefits at a Glance.....	4
Result.....	4
About N-able	5

PCnet

PCnet, based in Wichita Falls, Texas, has been a dynamic force in selling, servicing, and networking PCs and printers since 1995. They have assembled a talented and diversified group of sales and technical staff to meet their customers' varying needs. PCnet serves a wide variety of customers, covering businesses, education, and city government—and manages everything that connects to a network.

“In today’s world, it’s not enough to stay current on cyberthreats; you have to stay ahead of them.”

-Bryan Gibson,
vice president and lead engineer, PCnet

The Challenge

PCnet has been using N-able™ Endpoint Detection and Response (EDR) to help keep their customers protected against cyberthreats of nearly all types. In many cases, they’ve had success getting clients to increase their protection from traditional antivirus (AV). Yet, some customers resist change. While PCnet migrated some customers, others decided to stick with traditional AV setups.

While AV can protect against a lot of threats, it doesn’t offer the same proactive protection an endpoint protection solution like N-able EDR does. Unfortunately, one of PCnet’s clients hesitated to make the switch, stuck with their traditional AV, and was hit by ransomware. This affected their entire network and required PCnet to build the customer’s infrastructure from the ground up.

The Solution

PCnet helped the customer resolve the issues and quickly moved them to N-able EDR. Unfortunately, the customer had to face the cost of rebuilding a network. Bryan Gibson, vice president and lead engineer of PCnet, said the customer found out the, “cost of EDR is minuscule compared to the costs of rebuilding an entire network.” Needless to say, the customer now relies on N-able EDR for protection.

Gibson says his company has successfully rolled out N-able EDR to other customers, and the results have been very positive. While some customers can opt to stick with their AV solution, EDR offers greater protection against a wider range of threats. AV requires you to keep up to date with the latest AV signatures. This can leave a lag in coverage if the AV program doesn’t have the latest virus definitions or if an emerging threat attacks the endpoint. N-able EDR takes



a signatureless approach and uses artificial intelligence to detect unusual behavior that could indicate malicious activity. This gives users more proactive protection, helping them detect threats that AV vendors may not even be aware of yet. Plus, EDR protects against more than just viruses, including fileless malware attacks and weaponized documents.

N-able EDR can be particularly helpful with ransomware. Gibson said, “With the advanced AI and forensics in EDR, we not only have deep levels of insight but can restore an endpoint to its pre-attack state.” Once EDR detects a potential ransomware attack, it can spring into action and restore the endpoint quickly, often before it affects other machines on the network. This can shave hours off recovery time—and save a lot in labor costs.

BENEFITS AT A GLANCE

PCnet shares the benefits of N-able EDR for them and their customers:

- Proactive threat protection via multiple AI engines and machine learning
- Quick rollback to a known safe state after a ransomware attack
- Greater visibility with advanced forensics
- Reduced repair and remediation costs after attacks
- Greater peace of mind with robust protection

Result

PCnet continues evangelizing the benefits of N-able EDR among their customer base. Gibson said, “PCnet uses N-able EDR because it gives our customers peace of mind.” N-able EDR helps PCnet offer greater protection to customers via AI-driven threat detection. Plus, it allows endpoints to recover from ransomware in minutes. As he said, “compare that with the hours required to reimage a device, and it adds up to incredible value.”

To learn more about N-able EDR, contact us today by visiting n-able.com/contact.



About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

n-able.com

This document is provided for informational purposes only and should not be relied upon as legal advice. N-able makes no warranty, express or implied, or assumes any legal liability or responsibility for the information contained herein, including for the accuracy, completeness, or usefulness of any information contained herein.

The N-able trademarks, service marks, and logos are the exclusive property of N-able Solutions ULC and N-able Technologies Ltd. All other trademarks are the property of their respective owners.

© 2021 N-able Solutions ULC and N-able Technologies Ltd. All rights reserved.