

/LIBRAESVA

«Based on our experience with Libraesva the past year, I would recommend that all MSP's put some serious thought into migrating their services to Libraesva; you will not be disappointed. We choose Libraesva for flexibility, user experience, price and for the high quality support: when we are unable to resolve an issue internally, we can log a support ticket and know that it will be responded to within the working day – but usually within the hour.»

Gary Fouchè, Co-owner Gravit8



OVERVIEW



The Gravit8 Team love technology and enjoy building IT solutions to assist business reach their goals, within their budget. We strive to offer flexibility across our tech stack so that we can accommodate our client's staff movements and budget.

We are a turnkey MSSP (Managed Services Security Provider) for small to medium (SMEs) companies in RSA and parts of England and Europe. Our HQ is based in Cape Town, with a satellite office in Johannesburg. In areas which we have no physical presence, we have strategic partnerships with other IT companies which have the same mindset, culture, and values as us to ensure we offer our client consistent world class support and advice.

We made the business decision to focus our attention on SMEs due to our passion in building long lasting personal relationships with our clients – you can not get this at enterprise level. The proof is in the pudding with our average retention period across our 70 SLA clients currently sitting at 6 years. In total we have 45 Team members each contributing to over 150 years' worth of experience in the IT realm.

THE NEED

«We had massive problems and frustrations with the support structure of our email security solutions provider at the time – ticket response times, email response times, and the constant change of account managers. We were bitterly unhappy but had no viable alternative to migrate our clients to. We were approached by Cyberwin to discuss Libraesva opportunities. Up until that point I had not heard of Libraesva, so did some research post our meeting. My findings were that Libraesva are right up there, if not the best, email security solutions on the market. A move was then a no brainer.»

TECHNICAL IMPLEMENTATION

«The implementation is straightforward and takes between 30 minutes to 45 minutes for the swap over to occur. Our first setup took some time getting to grips with the various nuances, but all subsequent setups have been quick and seamless.

Libraesva provide a comprehensive setup guide, but their support team were at hand if we came stuck and needed assistance. The most work is ensuring client input for predefined white/blacklistings, and the setup of mail flow rules with MS365 or GW.

The support is light years ahead of what we previous experienced at our last email security provider, the user experience is straight forward yet powerful.

We can offer our clients the flexibility to onboard and offboard on a month-to-month basis.

Having the ability to have multiple email configurations (IMAP, POP, M365) fits perfectly into our business model of being flexible to our clients' requirements and configuration.»

BENEFITS & RESULTS



Blocking dangerous emails: phishing, BEC, malicious attachments



Zeroing of the time spent by employees to distinguish legitimate from non-legitimate e-mails



Simplified administration and cost reduction for email protection



Outbound email protection to safeguard corporate reputation



Business continuity and zero disruption

DISTINCTIVE AND INNOVATIVE FEATURES OF THE SOLUTION



Proprietary sandboxes



Real-time feedback from the various installations



Adaptive Trust Engine



Threat Remediation



Threat Analysis Portal