



E-TERNITY PROTECTS AND SECURES CLIENTS' NETWORKS WITH INGRAM MICRO SEISMIC THREAT MANAGER AND LOG MANAGER

Company: E-ternity Business Continuity Consultants

Founded: 2004

Headquarters: Mississauga, Ontario, Canada

URL: e-ternity.ca/

Employees: 10

Customers Under Managed Services Contracts: 15 to 20

Key Market Verticals: SMB

Specializations: Business continuity and disaster recovery

Business Challenge: E-ternity was looking for a way to proactively protect and secure their clients' networks while maximizing IT system uptime and ensuring business continuity and disaster recovery without making a sizable investment.

Solution: Ingram Micro Seismic Threat Manager and Seismic Log Manager

Results and Customer Benefits: Using Ingram Micro Seismic Threat Manager and Seismic Log Manager, E-ternity is able to deliver to its clients exceptional service and proactively secure their networks by detecting threats, eliminating vulnerabilities and managing log data. Delivering this technology as a service, E-ternity generates recurring revenue while proactively addressing customer-support needs and providing exceptional service at a fixed, affordable price.

Business Challenge

Since its inception in 2004, E-ternity's mission statement has been crystal clear: Keep customers' IT systems up and running no matter what. But that's a tall order, considering the increasing number of cyber attacks and potential for network breaches. E-ternity concluded it needed help, so when the

company received an invite to Ingram Micro's Seismic Managed Services seminar in June 2007 the solution provider jumped at the opportunity. There, E-ternity discovered how it could leverage Ingram Micro Seismic to deliver managed services and proactively secure and protect its clients' networks without any significant investment.

Solution

By leveraging the Ingram Micro Virtual Services Warehouse, E-ternity is able to monitor and manage customers' IT operations with ease and efficiency. The Seismic Threat Manager and Seismic Log Manager allow E-ternity to secure the network and maximize clients' uptime while virtually guaranteeing business continuance despite any crisis, disaster or security threat.

"We're thoroughly impressed with Ingram Micro's innovation," said Greg Onoprijenko, managing director of sales at E-ternity. "You don't see just any distributor taking on a managed services initiative."

Today, E-ternity offers four Seismic services: Remote Monitoring and Management (RMM), Threat Manager, Log Manager, and E-mail and Web Defense.

An offering that really resonates with E-ternity's customers is the 24/7/365 monitoring provided by the comprehensive, cloud-based threat protection of Seismic Threat Manager, a single, integrated, managed solution that offers both proactive and reactive protection from the latest threats. "Our customers take comfort knowing there is a fully staffed SOC [Security Operations Center] keeping tabs on their network at all times," Onoprijenko said. "If something comes up, the customer receives step-by-step instructions on how to address it."

Another key service well received by E-ternity customers is Seismic Log Manager, a cloud-based log management solution that is designed to enable compliance with regulations and enhance the overall network security and availability. With Log Manager, E-ternity is also able to collect, aggregate and compress its customers' log data locally on its network, and then perform all subsequent processing, analysis, reporting,

forensics and secure archiving, which enhances the overall availability and security of the network.

Today, E-ternity brands its managed services as the E-ternity TraumaCentre suite, which includes:

- **E-ternity PlanningCentre** — a comprehensive business continuity and disaster recovery planning and documentation service
- **E-ternity CommandCentre** — a web-based, single-dashboard monitoring and management console
- **E-ternity SecurityCentre** — offering remote network security monitoring and remediation along with log management
- **E-ternity RecoveryCentre** — provides clients rapid recovery services from any IT system interruption

Results and Customer Benefits

Levering the Seismic portfolio, and in particular Seismic Threat Manager and Seismic Log Manager, E-ternity has maximized customers' network uptime, enhanced their responsiveness to IT system challenges and instilled confidence that they can address any security threat.

With the benefit of trained IT professionals and a top-notch managed services infrastructure behind them, E-ternity's customers can enjoy peace of mind without hiring new personnel or investing in IT equipment. Instead, they pay a fixed monthly cost, which makes it easier for them to track expenses and set budgets.

For E-ternity, managed services contracts generate ongoing revenue streams, while opening opportunities to improve client service and identify new projects. By leveraging Seismic Threat Manager and Seismic Log Manager, the solution provider also gains greater visibility into those clients' IT operations. As a result, E-ternity can pinpoint pain points and propose solutions to alleviate them. "Teaming with Seismic to deliver managed services brings us closer to our customers and improves the stickiness of our relationships," Onoprijenko said.

What's more, managed services are attractive in tough economic times. "The economic downturn is on everyone's mind. It's impacting companies' ability to spend," he said. "They're paring down projects, but their requirements haven't changed. They need the right resources at the right price. Managed services allow them to do that."

Already, about one-third of E-ternity's customers are under at least one managed services contract with the solution provider. Onoprijenko said he expects to sign 40 to 50 additional contracts in 2009. "Ideally, all 60 of our customers will have a managed services contract with us in the next 18 to 24 months," he added.

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—Greg Onoprijenko, managing director of sales, E-ternity

Get Started Today

For more information about Ingram Micro Seismic Managed Services, visit us at www.ingrammicro.com/seismic or call the Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail services@ingrammicro.com. For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, or e-mail services@ingrammicro.ca.

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