

Customer: Software company

Challenge: Weak security posture

Cybersecurity Solution: eSentire

Business Won: \$39K TCV

The Challenge

A small software company experienced a devastating and costly ransomware attack, crippling their operations. After a three-month recovery process, the company still lacked a comprehensive security posture, leaving them vulnerable to future attacks.

The Discovery Process

While the technology advisor (TA) and Telarus Solution Architect Trevor Burnside collaborated to present a list of solutions tailored to the client's needs, the company initially chose a non-Telarus-recommended supplier with limited services. However, the TA stayed in touch with the client, acting quickly when the company noticed gaps in their coverage. When the client was ready to make a change, the TA and Telarus jumped in with a curated recommendation.

"When it comes to security opportunities, I know enough to ask the right questions—then I loop in Trevor to help nail down the best recommendations for the client." - Technology Advisor

The Solution

With guidance from the TA and Trevor, the client made the decision to switch to eSentire in a deal valued at approximately \$39K total contract value (TCV). They now benefit from a robust security posture that includes penetration testing and access to a virtual Chief Information Security Officer (vCISO). The client's peace of mind and trust in the solution has led them to further engage with the TA for cloud services, unlocking additional upsell opportunities.

Key Takeaways

- **Stay Connected:** Maintain strong client relationships, even if they choose another path.
- **Think Long-Term:** Focus on the big picture, rather than just providing a quick fix.
- **Be the Hero:** Telarus is always at your side to support you and your clients.

Did You Know? Technology advisors experience a 33% greater close rate when Telarus is at their side.

Contact your Telarus Partner Development Manager for a consultation.

[Check out the full interview here.](#)