Action1

CDD IT Achieves 26% ROI Increase and Grows Its Business with Action1

The Organization

CDD IT is a managed service provider that offers a wide range of IT services, supporting thousands of customers across Brazil.

Website: https://cddit.com.br/

Headquarters: São Paulo, Brazil

Industry: Managed Service Providers

Demand for More Advanced Patching

CDD IT has been present in the Brazilian market for 14 years, providing a wide range of IT services. Ensuring patch management is a core aspect of their endpoint security offering, especially as they serve enterprises in regulated industries such as government, banking, healthcare, and education, which handle vast amounts of sensitive data. Keeping endpoints up to date with the latest software updates and ensuring compliance with IT security policies are crucial parts of delivering cybersecurity services to these organizations, as known vulnerabilities are common entry points for attackers.

Initially, the MSP used a manual approach to manage security updates, which was unreliable and inefficient. Specifically, it couldn't provide the CDD IT technicians with real-time visibility into endpoints to control the status of updates. That is why, as a company committed to pioneering best-in-class services, CDD IT started looking for a more streamlined way to ensure the timely installation of updates on customer endpoints, providing sufficient visibility and reporting to enable them to serve their clients more efficiently.

Key Results

- Reduced update deployment time by 60%

- Saved 24 hours monthly in IT productivity

- Increased ROI in IT management tools by 25%

- Improved quality of IT services

- Enabled business expansion through partnership

Additionally, as a company specializing in delivering cybersecurity services to businesses across Brazil, CDD IT sought to expand its portfolio with a reliable patch management platform. Escalating cyberthreats in Brazil have driven the demand for such services.

Therefore, CDD IT aimed not only to streamline their patching routine but also to find a trustworthy partner, increase market share, and grow revenue.

Choosing Action1

The team at CDD IT evaluated several patch management solutions and ultimately chose Action1. They appreciated the platform's extensive feature set, allowing them to fully automate patching

for OS and third-party applications and customize patching policies to meet clients' needs. Being impressed with Action1 Platform's capabilities, CDD IT realized the potential of broadening its partnership with Action1 as a reseller, to jointly promote advanced patching approach through the modern Action1 platform across Brazil.

Yielding Exceptional Results

After switching to Action1, CDD IT achieved significant gains:

- Reduced time on patching by 60%, resulting in 24 hours of monthly time savings, resulting in increased IT productivity.

- With Action1, the team can discover missing patches and apply them automatically in real-time, ensuring that all systems are always up to date and protected against known vulnerabilities.

- Automation has significantly reduced the manual workload of the CDD IT technicians and minimized system downtime. CDD IT can now deploy patches three times faster than before, ensuring prompt response to critical vulnerabilities.

- Elevated quality of service delivery and high customer satisfaction thanks to faster delivery of security patches in a way that doesn't interfere with customer end-users jobs.

- A 25% increase in the CDD IT's ROI in IT management tools, driven by the abilities to automate processes and improve security delivered by the Action1 platform.

> **Action1 has been a game-changer for us. Its ability to automate patching helps us ensure security and improve productivity while maintaining the trust of our customers and the integrity of our services.**

Rodrigo Cândido, Head of Innovation and Technology at CDD IT

Achieving Compliance and Transparency

Action1's ability to generate detailed reports in real-time proved to be crucial to ensure compliance and provide evidence to external auditors. Additionally, these capabilities have improved MSP's transparency and helped them quickly identify any areas needing attention.

Unlocking New Business Opportunities

CDD IT appreciates the partnership with Action1 as it has become one of the key drivers for service excellence, growth, and innovation. The CDD IT team is now expanding its product portfolio as a reseller by adding the Action1 platform. Bringing together Action1's advanced technology and CCD IT's technical and market expertise, this step aims to help more local companies improve the level of IT security and protect their environments against an evolving cyber threat landscape.

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