

Providing Superior Managed Services to Clients with Exclusive Networks Security Solutions and Services



Introduction

Ryan Baetens is the president and founder of BAE Networks, a managed services provider (MSP) in Southeast Michigan. BAE assists small and medium businesses by providing services and solutions to meet their information technology (IT) and security needs. In 2014, Ryan started his business by himself in a small eighty-square-foot office with no employees.

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RYAN BAETENS
PRESIDENT & FOUNDER, BAE NETWORKS

Over the next several years, by offering best-in-class expertise and industry-leading products, Ryan leveraged his professional experience in electronics medical records and other industries to grow the firm to twenty-five employees. He has since invested in a 23,000-square-foot building and more technology infrastructure to service clients.

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The Challenge

BAE had been using a well-known security vendor to provide service offerings but became concerned about inconsistencies with services and pricing. “We rely on commitments from our vendors to properly service our clients,” says Ryan. “We also need to maintain a technology leadership position, so it’s vital

that our vendors do the same and do not fall behind technically.”

“We selected Fortinet as they offer industry-leading security technology. The Fortinet Security Fabric includes Next-Generation Firewalls (NGFWs) and bulletproof network security, as well as an affordable hardware-as-a-service model that’s attractive to our clients.”

Ryan and the dedicated team at BAE had worked hard over several years to help their clients solve a host of problems including downtime due to underpowered network switches with limited feature sets, security vulnerabilities against unknown “zero-day” malware, and unsecure remote endpoints. They built a strong industry reputation and a growing list of satisfied clients. Given escalations in cybersecurity threats, exacerbated by a more remote working environment, Ryan did not want to risk his business, or his client’s businesses, on inadequate solutions or vendors.

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The Solution

Fortinet introduced BAE to one of their leading distributors, Exclusive Networks, as they offer excellent support, value-added services, and superior expertise. Exclusive Networks also provided Ryan’s team with Fortinet product training and deployment assistance.

“We were impressed with Exclusive’s knowledge, responsiveness, and training,” says Ryan. “Our clients have been very satisfied with Fortinet solutions including FortiGate NGFWs, FortiSwitch network switches, and FortiAP secure wireless

access points. The icing on the cake is Fortinet’s hardware-as-a-service model that allows us to offer attractive monthly service charges bundled with our managed services.”

The Impact

Ryan estimates that Fortinet Security Fabric solutions, combined with services and support from Exclusive Networks, has reduced BAE’s costs to manage clients and deploy solutions in half. “Exclusive Networks provided excellent training and expertise to help us implement Fortinet FortiGate NGFWs,” says Ryan. “FortiGate’s superior efficiency and speed has allowed us to deploy lower cost models that offer the same or better performance as compared to more expensive competitive solutions. This has allowed us to improve our margins while lowering client costs. We can use more automated scripts rather than manual processes, which lowers personnel costs and facilitates better scalability.”

Given fast response times from a team of knowledgeable experts, BAE has derived significant benefits from its relationship with Exclusive Networks. “They are easy to work with, friendly, and sharp,” says Ryan. “They keep their commitments and ensure our working relationship is seamless and smooth. That allows us to ensure that our clients are thrilled with our service and solution offerings.”

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BAE has continued to expand its business and enhance its industry reputation by offering clients industry-leading security solutions from Fortinet coupled with outstanding distribution services from Exclusive Networks.