

PARTNER SUCCESS STORY

MicroAge builds a stronger managed security service with Sophos MDR

With Sophos Managed Detection and Response at the center of CyberPointe, MicroAge turned firsthand Sophos experience into a consistent managed security service combining 24/7 threat detection and response with ongoing customer support.

SOPHOS

MicroAge®
Technology Reimagined™

Region
United States

Sophos Solutions

- Sophos Email
- Sophos Managed Detection and Response (MDR)
- Sophos Fusion
- Sophos Endpoint
- Sophos Firewall
- Sophos XDR
- Sophos Device Encryption
- Sophos Identity Threat Detection and Response (ITDR)

All Sophos solutions are part of Sophos Fusion, the industry's most complete cyber defense system. Powered by agentic AI with human judgment, it sees everything, connects everything, and enables an organization's defenses to respond as one.

Built on Sophos

MicroAge helps customers address growing security demands without adding further complexity or operational burden. Customers need stronger visibility, continuous threat monitoring, faster access to security expertise, and support managing day-to-day security activities.

To address those needs, MicroAge developed CyberPointe, its managed security service built around Sophos MDR. CyberPointe combines Sophos-led threat detection, investigation, and response with MicroAge's customer knowledge, advisory expertise, security administration, and ongoing support.

MicroAge first validated Sophos technologies in its own environment. Its teams gained direct experience with Sophos MDR, Sophos Endpoint, Sophos Firewall, and Sophos Device Encryption before incorporating those capabilities into CyberPointe.

That firsthand experience gave MicroAge practical insight into how Sophos technologies operate, how MDR cases are handled, and how security evidence can support daily operations and audit requirements. It also gave its teams a stronger foundation for explaining CyberPointe and the value of Sophos to customers.

By standardizing CyberPointe on Sophos MDR, MicroAge established a managed security service its sales and technical teams could position, deliver, and support more consistently.

Business priorities

- Meet growing customer demand for 24/7 threat detection and response without adding operational complexity.
- Differentiate CyberPointe by combining Sophos MDR with MicroAge's trusted advisory expertise and ongoing security support.
- Create a standardized managed security service that sales and technical teams could position, deliver, and support consistently.
- Strengthen MicroAge's own security operations, technical expertise, and ability to demonstrate effective incident handling during SOC 2 audits.

"The efficiency and time savings have been the biggest value add for us. We can rely on primarily one vendor to do most of what we need to do in security."

Alex Ryals
Chief Information Security Officer and Senior Vice President of Solutions, MicroAge

Outcomes

- Built a differentiated CyberPointe service that combines Sophos MDR with MicroAge's hands-on security administration and customer support.
- Enabled sales and technical teams to take a clearer, experience-led managed security proposition to customers.
- Gave customers a more coordinated way to access MDR, complementary security capabilities, and ongoing operational support through one partner.
- Improved MicroAge's audit readiness with MDR case records documenting how security incidents were investigated, remediated, and closed

Turning Sophos MDR into a service model

Sophos MDR helped MicroAge translate customer demand for stronger visibility and threat response into a more consistent managed service model.

CyberPointe combines Sophos-led detection and response with MicroAge's customer knowledge, security expertise, and day-to-day operational support. Sophos MDR provides 24/7 threat detection, investigation, and response, while MicroAge helps customers manage the ongoing security activities around the service.

MicroAge was already using Sophos across endpoint protection, encryption, firewall security, and managed detection and response. That firsthand experience gave its teams practical operational insight and a stronger foundation for communicating the value of Sophos to customers.

Sophos MDR also provided compliance evidence MicroAge could use internally. During SOC 2 Type 2 audit activities, MicroAge used MDR case records to help demonstrate how security incidents were identified, investigated, remediated, and closed. The experience gave the team a practical proof point for customer conversations.

"Sophos provides an integrated experience. Customers who've made investments in third-party offerings can still adopt Sophos and get a ton of value. Sophos layers on top of what people already have and provides 24/7 expert threat detection and response."

Alex Ryals
Chief Information Security Officer and Senior Vice President of Solutions, MicroAge

Bringing security capabilities and support together

CyberPointe is designed to help organizations strengthen their security operations without adding more complexity for internal teams. Better Body Foods & Nutrition shows how MicroAge brings that model to life for customers.

The Midwest food company, with approximately 100 to 120 users, wanted to consolidate multiple security tools while expanding its security operations capabilities. Through MicroAge, the company adopted CyberPointe Plus, a managed security service combining Sophos MDR with email security, security awareness training, phishing simulations, and MicroAge's ongoing operational support.

Sophos provides continuous threat monitoring, while MicroAge manages the day-to-day activities surrounding the service, including onboarding and offboarding updates, phishing response, account cleanup, monthly simulations, and awareness training.

Together, these capabilities give Better Body Foods & Nutrition a more coordinated approach to security, bringing MDR coverage, complementary security capabilities, and ongoing operational support together through a single partner relationship.



Sophos experience builds customer confidence

MicroAge's own use of Sophos gives its teams direct experience with Sophos products, MDR operations, and the security information available through the Sophos environment.

This enables MicroAge to bring more than technology to the customer relationship. Its teams combine Sophos expertise with an understanding of each customer's environment, ongoing advisory support, and hands-on security administration.

MicroAge can explain how Sophos MDR works based on operational experience, including how cases are investigated, remediated, and closed. That experience helps the team position CyberPointe with greater clarity and credibility.

Sophos MDR gave MicroAge the foundation for a more consistent managed security service with CyberPointe.

Standardizing on Sophos MDR

MicroAge evaluated approximately five MDR providers before selecting Sophos MDR as the foundation for CyberPointe.

The decision combined operational fit with a strong business case. By standardizing on Sophos MDR, MicroAge created a defined managed security model that brought together Sophos detection and response expertise with MicroAge's ongoing customer support.

The model also gave sales and technical teams a clearer way to position, deliver, and support CyberPointe. Instead of approaching customer needs through disconnected technologies, MicroAge could lead with a consistent MDR-based service supported by its own expertise.

The result was a stronger CyberPointe offering that MicroAge could take to customers with greater consistency and confidence



Sophos partnership and enablement

Sophos supported MicroAge through field engagement, product briefings, enablement, training, and certifications.

That support helped MicroAge maintain its technical expertise and align its sales and technical teams around the role of Sophos MDR within CyberPointe. It also gave the teams the product knowledge and practical guidance needed to position and support the service consistently.

Combined with MicroAge's firsthand use of Sophos technologies, Sophos enablement strengthened the expertise behind CyberPointe and helped MicroAge connect Sophos capabilities to customer security priorities.

Built on Sophos. Ready to scale.

MicroAge's Sophos experience began inside its own environment and became the foundation for a defined managed security service.

Sophos MDR delivers 24/7 threat detection, investigation, and response. MicroAge surrounds that capability with customer knowledge, technical expertise, advisory support, and ongoing security administration.

Together, these capabilities give customers access to managed detection and response through a partner that understands their environment and supports their broader security operations.

What began as internal Sophos adoption became a stronger CyberPointe service, clearer alignment across MicroAge's teams, and a consistent way to bring Sophos security expertise to customers.

Build scalable security services with Sophos MDR

See how Sophos combines MDR expertise, connected security technology, and partner enablement to help organizations scale their services.

To learn more visit Sophos.com

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