



# Ohio Technology Provider Gives Its Clients Peace of Mind and Rock-Solid Security with the Help of Sophos

Secure Content Technologies is a security-focused value-added reseller and managed services provider (MSP) based out of Cincinnati, Ohio and a Sophos Platinum Partner. Founded by Chief Executive Officer, Karen Greer, in 2006, the firm serves corporations of all sizes, K-12 institutions and higher education, as well as state and local governments. The technology provider offers a full suite of security solutions, backup and disaster recovery, risk and vulnerability assessments, cybersecurity testing and analysis, and compliance and managed security services.

## PARTNER-AT-A-GLANCE



**Secure Content Technologies**

**Industry**  
Technology Solutions and Managed Services

**Sophos Solutions**

[Sophos Endpoint Solutions](#)  
Central Intercept X Advanced  
Sophos Extended Detection and Response  
Sophos Managed Detection and Response (MDR)

[Sophos Network Solutions](#)

Sophos Firewall  
Sophos Network Detection and Response (NDR)

[Additional Sophos Solutions](#)

Sophos Central Email Advanced  
PhishThreat

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Karen Greer  
Founder & CEO  
Secure Content Technologies

## Challenges

- › Offering customizable solutions that fit a wide variety of client needs and use cases
- › Extending internal security team capabilities with rapid response
- › Having access to high-level experts as needed to support the firm’s exponential growth

## How does a technology provider offer its clients the highest level of security?

Greer takes pride in the fact that Secure Content Technologies is not a “product only” company, but one that supports and services the products it sells. “How we approach things is very consultative,” she explains. “The majority of our clients have been with us for many, many years, and we do our best to continue to earn their trust. We truly do care.”

Greer says she built her firm by providing honest and educated cybersecurity advice. “I wanted our clients to have a trusted resource that would listen to their needs, understand their budgets, understand their business cases, and help them craft the best cybersecurity solutions for their

particular company,” she says. In her 20-plus years of experience working in cybersecurity, Greer has learned that every school, every corporation, and every industry has its own different needs. Because of this, the firm works to tailor its offerings to meet the specific needs of each client.

## How does Sophos tie into a technology provider’s overall security strategies?

As a longtime Sophos partner, Greer has personally represented the vendor for 25 years. “Having seen Sophos grow from an antivirus vendor to a major player that offers the wide portfolio of solutions it has today, I find that Sophos meets the majority of our clients’ cyber needs,” she says.



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**Secure Content Technologies**

The extensive, fully integrated Sophos solutions portfolio spans many of the security technologies offered by Secure Content Technologies, including endpoint protection, network firewalls, cloud security, and email security. The intuitive and simple-to-use Sophos Central management platform makes it easy for Secure Content Technologies to keep a close watch on clients' security and take the right corrective action when needed.

Greer offers clients Sophos Intercept X Endpoint Advanced for workstations and servers. These comprehensive, defense-in-depth solutions provide endpoint detection and response (EDR), anti-ransomware, deep learning technology to detect known and unknown malware without signatures, and zero trust network access for remote users.

Depending on the client's budget and requirements, she also offers Sophos Managed Detection and Response (MDR), a Sophos managed service with a team of threat-hunting experts who detect, investigate, and take action on behalf of the client to stop cyberthreats.

Greer points out that many companies lack sufficient security expertise. With budget constraints and a talent shortage in the industry, it's especially challenging for smaller companies to hire a dedicated security person. “But having MDR in place where their assets are monitored 24/7/365 days a year gives them peace of mind—and it gives us peace of mind,” she explains.

Greer points out that being able to customize Sophos offerings based on their clients' needs makes her firm highly competitive. “We don't go in and say, ‘There's only one way to do this,’” she

explains, “We're saying ‘There are multiple different ways we can do it. There are multiple ways we can work within your budget. We can phase things in. And we can offer services.’ Our offerings are à la carte.”

## **How has Sophos MDR transformed incident response?**

Greer shares a story that illustrates the power of Sophos MDR. A local company in the Cincinnati area suffered a ransomware attack. At the time, the company was working with another technology firm that was unable to isolate the issue, giving the threat actor free rein to do more damage. Greer received a phone call from the company and promptly engaged the Sophos Rapid Response Team. Within 2 hours of discovery, Greer and

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Sophos met with the client to put a remediation plan into place. Together, Secure Content Technologies and the Rapid Response team immediately took control of the environment and quickly installed Sophos MDR on the company's devices and servers. Fortunately, the company had a backup of its data and assets. The Sophos Rapid Response Team was able to get the company up and running again within about a week.

Greer says that, to this day, the company remains an incredibly happy client. “The Sophos Rapid Response Team did an incredible job in conjunction with us to remediate that issue. And now, having the Sophos MDR team working with us gives everyone huge peace of mind,” she asserts.

Looking at the future, Greer believes that Sophos MDR is where her firm will direct its clients, whether it's a school, community college, corporation,

or small business. Clients who choose to avail themselves of managed services from Secure Content Technologies clients automatically benefit from MDR. “For all of them, having the 24/7 visibility into their network is an added plus. They are all clamoring for it,” she says.

## **How does Sophos enable a technology provider to stay competitive?**

“The professional services side of our business has grown exponentially since 2020,” says Greer, who saw the shift to remote work as a good reason to ramp up the firm's investment in that area. “It was really very obvious to me that this was a big piece of the business I needed to invest in,” she points out.

Sophos has helped to support the firm's growth by providing dedicated support, which Greer describes as “phenomenal.” The assistance of their Sophos Account Manager gives the firm an extra boost. “We are able to utilize his intelligence and expertise as we run into issues when my team needs an extra brain to solve them,” she says. “We're also able to escalate support issues when necessary.”

## **How does Sophos help technology providers win the hearts and minds of their clients?**

Greer points out that there is stiff competition in the cybersecurity and MSP space and offers this advice to technology providers and MSPs that

want to stand apart from the rest: “Find a way to differentiate yourself, and make sure you’re offering true and honest advice.”

One way to do so is to utilize the resources provided by Sophos to partners as a path to achieving higher credibility with their clients. Greer points out the value of Sophos educational materials and programs, and advises partners to take advantage of the trainings, certifications, and success tips offered by the Sophos channel sales reps. The professional services staff at Secure Content Technologies is fully trained, accredited, and certified by Sophos to install and configure the products. With every Sophos sale, Greer says, “We offer to help our clients configure the products for optimum security.”

Finally, Greer points to the old adage that people buy from people whom they know and like. And technology providers’ clients are no different: they want to be able to trust their partners, especially in a business-critical area like security. One way to get there, Greer advises clients, is to ask a lot of questions. “Ask as many questions as you need to. Whatever partner you choose to purchase from should be able to answer those questions intelligently, accurately, and to your satisfaction.”

## About Secure Content Technologies

As a national, top cybersecurity solutions provider Secure Content Technologies is a trusted advisor to organizations in helping them understand compliance objectives, security risks, and the best decisions for their budgets. Their mission and singular focus is to remove the complexities faced in managing IT security by delivering the best cybersecurity solution with honesty and integrity.

The boutique, cybersecurity value added reseller has an unwavering commitment to their clients to provide security solutions with expertise and the highest level of service possible. Secure Content Technologies’ transparent, consultative, and educated approach helps clients make the right cybersecurity decisions for their organization.

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Learn more about MDR