QUANTUM PC SERVICES

HOW A REPAIR SHOP AND MSP IN RURAL WISCONSIN GREW THEIR BUSINESS WITH MALWAREBYTES

_____

" Being a Malwarebytes reseller has been the most productive and amazing partnership I've had with any vendor. "

NATHAN DRAGER, OWNER OF QUANTUM PC SERVICES

CHALLENGE	SOLUTION	RESULTS
• Technician tool they were using was no longer effective, lacked support • Customers were falling for tech support scams • Needed a lightweight, portable cybersecurity solution	• Joined the Malwarebytes Techbench Program • Offered customers Malwarebytes as a way to prevent scams • Started using the Malwarebytes toolset on every machine on their workbench	• Repairs take less work and less time • Business is growing and revenue is up • Customers are safer and happier than before

INTRODUCTION

Quantum PC Services started as a modest computer repair business in Sturgeon Bay, Wisconsin. Today, it has expanded into managed services, business networks, and smart home automation. Quantum PC Services also provides security and surveillance services to customers throughout the Wisconsin area. With this in mind, cybersecurity is something they take very seriously.

CHALLENGE

Nathan Drager, the owner of Quantum PC Services, noticed some of his customers were falling for online tech support scams. Though he tried to educate people on the dangers of these scams, there was only so much he could do. He needed a product that could work proactively to protect users. "I was looking for security software with layered web protection that could warn the user instead of loading the scam web page," said Drager. He started shopping around for a new cybersecurity product to offer his customers.

Around the same time, Drager started to feel like his own cybersecurity tools weren't cutting it. A technician tool his shop had used for years was starting to look outdated. "After years of delayed development, the tool was no longer effective," said Drager. There were also concerns about how long computers were staying in the repair shop. Though Drager never had problems diagnosing problems, he wondered if there was a faster way. The longer repairs took, the less business he could take on.

SOLUTION

According to Drager, he was looking for a cybersecurity solution that was "lightweight, reliable, and effective." It also had to be affordable. After weighing several options, Drager realized the solution he needed was right under his nose. "I had been using Malwarebytes for remediation my entire career, but when MBAM 3.0 was released, I immediately saw the effectiveness of the web protection security layer," said Drager. He'd seen enough to know Malwarebytes was powerful, but it also needed to be simple enough for his customers. In the end, it only took a few minutes of using the product for him to make a decision. "The first time I saw the full-page Malwarebytes logo preventing a user from clicking through a malicious ad, I knew it was what I wanted to offer my clients," said Drager. Before long, Drager started offering Malwarebytes to his customers.

> "I THINK THE MALWAREBYTES TOOLSET IS THE MOST COMPREHENSIVE VIRUS AND MALWARE REMOVAL TOOL AVAILABLE TO TECHNICIANS TODAY."

When it came to his own needs as a technician, Drager decided to check out the Malwarebytes Toolset. Once again, it didn't take long for him to see the potential. Compared to the toolset he was using before, it was faster, more effective, and more thorough. "I think the Malwarebytes Toolset is the most comprehensive virus and malware removal tool available to technicians today," said Drager. After using Malwarebytes as a remediation tool for years, Drager was delighted to learn the Toolset could do the same job without the need to install anything on his customers' machines. He was also impressed by the Toolset's ability to diagnose problems quickly and effectively. "It really speeds things along, providing accuracy and repeatability. The Issue Scanner alone already detected countless failing hard drives," said Drager. There was plenty to love about the Malwarebytes Techbench Program, but Drager had one last concern. After dealing with a technician tool with slow development and lackluster support, Drager wanted to be sure the Malwarebytes Techbench team would be there for him if something happened. When a certain update started causing some issues on some of his customer's computers, Malwarebytes was quick to offer a solution. "I was able to talk on the phone with somebody on the Techbench team immediately, and they provided me the answers I needed to put my customers at ease. Malwarebytes took the issue very seriously, even following up with me to make sure my clients had what they needed," said Drager. With an effective technician toolset, a robust offering for his customers, and healthy margins, the Malwarebytes Techbench Program had everything Drager was looking for.

RESULTS

Today, Drager uses Malwarebytes on every PC in his shop, including his own. "Our technicians run the Issue Scanner and Malware Scanner on every machine on the workbench," said Drager. He's even started including Malwarebytes as part of a larger service plan he offers to customers. It helps him retain business, build recurring revenue, and keep clients happy. "Being a Malwarebytes Techbench reseller has been the most productive and amazing partnership I've had with any vendor," said Drager. "Our bottom line is up, our clients love Malwarebytes, and the Toolset is moving computers off my workbench faster, with less re-work." Drager's next step is to continue building out his service plan business model with Malwarebytes at the center of it.

TO LEARN MORE ABOUT THE MALWAREBYTES TECHBENCH PROGRAM FOR REPAIR SHOPS AND MSPS, HEAD TO MALWAREBYTES.COM/TECHBENCH.