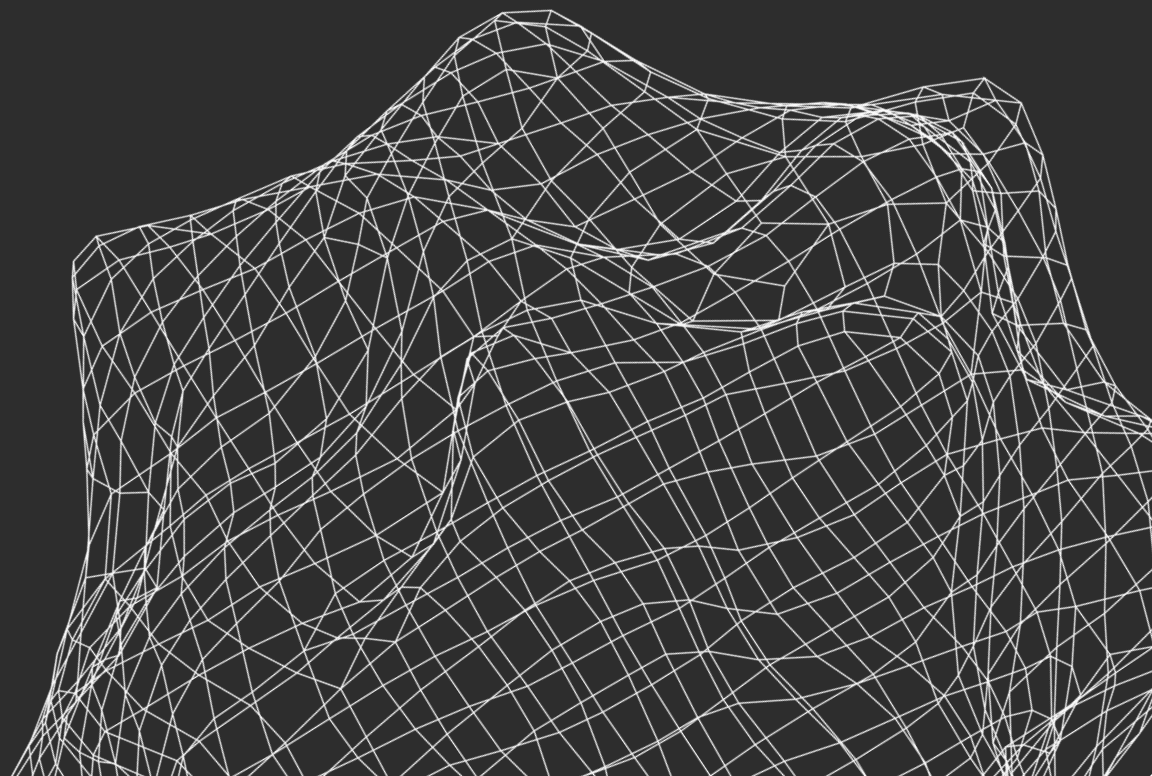# SAFEDNS

Use case

Malware and Botnet Protection
for a Managed IT Provider

((i)) SAFEDNS

Vaughn Reid III, CEO of Vital Computing, LLC, speaks about their experience working with SafeDNS.

Organization overview

Vital Computing specializes in serving the technology needs for libraries, not-profit organizations, and small and medium businesses. They provide technology networking, managed technology services, on-demand technology support, and technology hardware and software to their clients.

Location

New Castle, USA
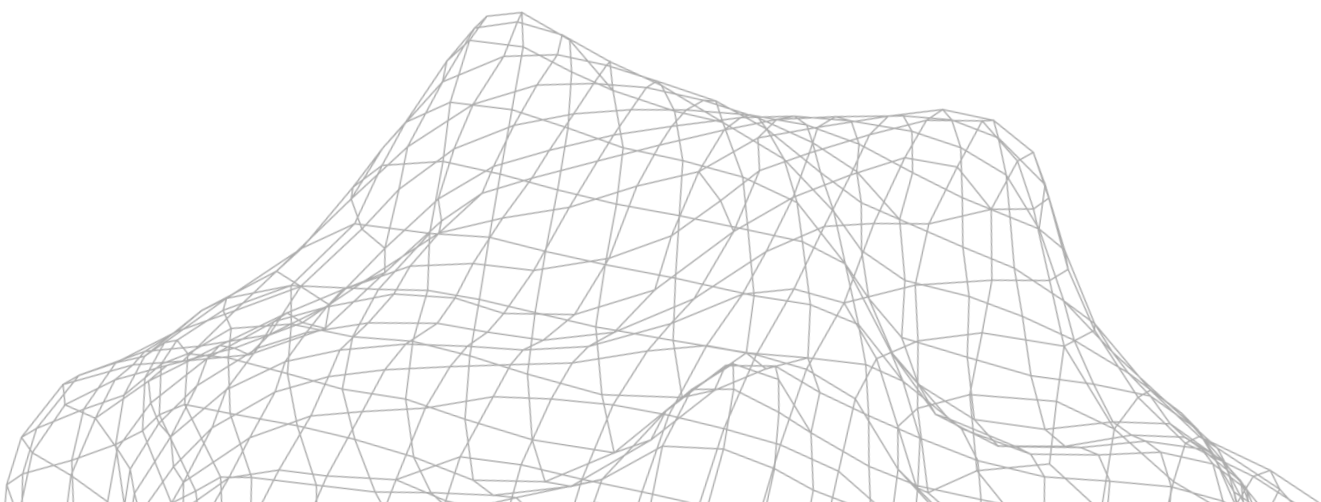
Duration

2015 - present

Challenge

Vital Computing needed a non-complicated solution for malware and botnet protection and Internet content filtering.

Solution

SafeDNS cloud web filtering.

Impact

Vital Computing clients acquired an extra level of cybersecurity that protects their corporate networks from malware, botnets and inappropriate resources.

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Problem

Vital Computing came to us with a request to have an easy to deploy and maintain network-wide malware and botnet protection and traditional network-wide Internet content filtering. Another requirement was to provide agentless protection for both traditional computers as well as mobile and IOT devices connected to their clients' networks.

Solution

As SafeDNS service is cloud-based, it is a quick & easy-to-deploy solution. Vaughn, the customer, points out how clear SafeDNS guidelines are and how user-friendly the reseller panel is. Vaughn also mentions that paying for SafeDNS services is easy and low-stress.

Regarding the service features and their quality, Vaughn names the SafeDNS dashboard, policy implementation options and white label dashboard option as his favorites as they are intuitive and easy to use.

Vaughn highlights the plethora of options SafeDNS has, such as options for static WAN IP's, dynamic WAN IP's, MacOS and mobile devices via OpenVPN, and there is an optional Windows- and Linux-based agents. SafeDNS uses several global datacenters and Anycast IP addressing to make the performance of the cloud-based Internet content filtering quick and reliable.

All in all, Vital Computing is satisfied with SafeDNS service: "The solution is cost-effective for us as a managed IT provider. SafeDNS has provided us with excellent technical support when we have needed it."

Result

SafeDNS Cloud-based Internet content filtering provides both Vital Computing and their clients an additional layer of security at the network level. It also shields their clients from inappropriate content on devices connected to their networks and guest Wi-Fis.

Reaching the conclusion, Vaughn says: "SafeDNS has provided us with great support over the years. They now offer both phone and traditional email-based support. The staff at SafeDNS actively seek feedback from their customers and continuously work to improve their product and service offerings."

((ı)) SAFEDNS

The SafeDNS filtering technology recieved a prestigious award from the world-famous test lab, Software Suggest. SafeDNS solutions are recognized as having a good value for money.

SafeDNS blocks a whopping 98.5% of requests to adult content.

Contacts

🌐 www.safedns.com

📞 USA +1 (800) 820-2530

All +1 (571) 421-2990

✉ sales@safedns.com

SafeDNS is a company founded in 2010 for developing web filtering solutions for different markets and customers. Since 2013 SafeDNS has been providing products for home and corporate users including businesses, educational institutions, telecom operators, MSPs and VARs.
Now SafeDNS products and cloud service are used by more than 4 000 organizations and tens of thousands of home users worldwide.