



Vircom provides advanced email security solutions and exceptional support for AOS

With offerings that span from managed IT to software development, Alpha Omega Solutions is a reliable partner for SMBs looking to bolster security, streamline technology, and drive sustainable growth.

CHALLENGE: Meet modern cybersecurity demands without compromising customer experience

James Tulli, VP of Software Development and Technology Services at Alpha Omega Solutions (AOS), became a Vircom customer in 1999. Vircom's solutions, and the cybersecurity environment, looked quite a bit different back then.

After years of positive experience with Vircom's on-premises modusGate for email filtering and a third-party solution for archiving, James migrated to Mimecast for a cloud-based, all-in-one solution. When James learned that Vircom, through its Proofpoint partnership, had launched a holistic cloud solution with archiving, he saw an opportunity to get the technology his clients needed with the service that he missed having.

To check the boxes, Vircom would need to have:

- ✓ Great customer support
- ✓ Holistic suite of email security services
- ✓ Affordable, simple pricing

SOLUTION: A budget-friendly, full-feature email security tool with exceptional customer support

AOS signed on with Vircom once again in 2018, and their email security suite greatly impressed James. Four things made Vircom the ideal choice for AOS:

Customer support

Great customer service was James's #1 priority when selecting an email security solution for AOS and their clients. It'd be nearly impossible to manage the thousands of users AOS is responsible for without responsive support — one of Vircom's key strengths.

CASE STUDY



Alpha Omega Solutions, a trusted Microsoft Cloud Solutions Provider (CSP), offers tailored cloud solutions for virtually any customer need. They manage network, infrastructure, and applications, reducing the need for costly in-house infrastructure.

Location:
NYC Region

Trusted Partnership:
With Vircom since 1999

Products and Solution Utilized:

- Proofpoint Essentials
- Vircom Portal

Client perspective

“They’ve brought a lot of changes over the course of the last five years, particularly with their professional line of products. They’re regularly adding upgrades and advanced features to keep up with the needs of the now.”

James Tulli
VP of Software Development
and Technology Services

aolutionscorp.com



“With Vircom, we send an email to open a ticket and get an immediate response. Because they know us, they can get the job done quickly for our clients.”

Functionality

When AOS returned to Vircom, the email security solution offered full email archiving support through their partnership with Proofpoint. Rather than requiring an on-premise appliance, the switch to Vircom’s cloud-based Proofpoint Essentials solution made it easier for both AOS and their clients to gain a full range of email security functionalities.

Ease of use

As a customer and vendor partner, AOS needs a solution with a quick learning curve and easy maintenance. With the creation of the [Vircom Portal](#), Vircom exceeded James’ expectations. AOS has access to their clients’ information through the Vircom Portal dashboard. They can provision and deploy Vircom’s products for their clients easily, and they always have the Vircom support team available to help as needed.

Price

James greatly appreciates the simplicity of Vircom’s pricing model. There are no complicated options for AOS or their clients and compared to their previous solution, the cost is 3x more affordable. Clients buy the license type — business, advanced, or professional — and get access to all-inclusive feature sets with no extra costs.

RESULT

A high-quality upsell for almost 100 AOS customers

Alpha Omega Solutions has seen Vircom’s email security solutions evolve for more than two decades. Now, they provide email security to 1,600 users for nearly 100 customers with Vircom’s enhanced version of Proofpoint Essentials.

When asked what he’d say to a colleague or client who’s considering using Vircom himself, James emphasized three factors: the price, the ease of use, and the quality of their solutions.

“The biggest difference between other vendors and Vircom is that, even though they’re not a small company anymore, they still feel small. The license is more affordable than other options with better support and easier use. I couldn’t be more pleased with my experience.”



YEARS OF TRUST

As a leader in the email security space, Vircom provides high-quality, tailored and advanced email protection solutions to SMBs and MSPs around the world.

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