

XTECHS strengthens their cloud managed service offerings

Quadrotech Nova enabled the managed service provider to enhance Office 365 security for their customers



PARTNER PROFILE



Company XTECHS
Industry IT & Services
Country USA
Employees 10
Website callxtechs.com

BUSINESS NEED

XTECHS is a managed service provider based in California that helps its customers to better manage their IT infrastructure. XTECHS was searching for ways to increase the value they bring to their customers in the Microsoft cloud through enhanced Office 365 reporting.

SOLUTION

Quadrotech Nova by Quest is a SaaS platform of integrated services for managing Office 365. The reporting tool in Quadrotech Nova enabled XTECHS to tighten up Office 365 security for the customers of their cloud managed service.

BENEFITS

- Strengthens their managed service offerings
- Identifies potential security issues before they cause problems
- Provides insights to customers for enhancing their use of Office 365

SOLUTIONS AT A GLANCE

[Quadrotech Nova](#)



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XTECHS, an enhanced support and managed service provider based in California was looking for a way to add value to their managed customers. While exploring Office 365 security reporting options for one of their customers, they came across Quadrotech Nova and were impressed with the easy to manage Partner Portal and robust security reporting with Security & Audit. XTECHS signed on as a basic partner of Quadrotech, now part of Quest, and are realizing the value in the tool and partnership.

Nik Margulski, Senior Consultant at XTECHS, shared, “Adding the reporting capabilities of Quadrotech Nova into our product portfolio has really strengthened our managed service offering.” It’s a great tool to have in the toolbox when it comes to managing Office 365 for customers and we can set our own margins based on the services we’re providing. The concise reports that Quadrotech Nova generates give our customers the information they need on their Office 365 security and usage in a clear format. The XTECHS team can quickly export and email that information when requested or even regularly schedule it for the customer.

“At one of our clients, we used the Security & Audit module to identify and ensure that only the correct users have access to administrative privileges within their Office 365 tenant. Using the Security and Audit module of Quadrotech Nova, we looked at failed logins and found that every day there were failed login attempts on the Office 365 admin account. We changed

the admin account to a standard account with no rights and nothing in it. After that, we set up alerting within the module to send notifications whenever someone successfully logs into that account. We then changed the admin account to a different obscure name and set alerting on that account to send notifications of successful logins. Using Quadrotech Nova, we’re able to more easily identify potential security issues, and proactively fix them before they turn into major problems for our customers,” says Margulski.

ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

PRODUCTS & SERVICES

SOFTWARE

Quadrotech Nova