timus
ZERO TRUST NETWORK PROTECTION

brightworks
human focused IT

CASE
STUDY

PROVEN ENTERPRISE
IT OPERATIONS AND
SECURITY SOLUTIONS

Case Overview

Brightworks Group, a Managed IT Services Company serving clients across the US, have been searching for an ideal remote access solution for their clients for years, especially during and post-pandemic era where hybrid workforce became commonplace. After many challenges and unsuccessful trials, Brightworks Group came across Timus Networks; after a short trial, they have now adopted it across their own company and clients with great satisfaction.

Challanges: Struggled to find a comprehensive remote Access solution for SMBs :

Before
- Wasn't easy to use and deploy
- Couldn't scale easily
- Complicated pricing

Today
- Deploy in less than 30 minutes
- Easy-to-manage
- Simple per-user pricing

20%
reduction in annual IT budgets due to security tool consolidation

30%
drop in support tickets

<1
avg number of days to deploy and setup Timus

Challenges and Solution

Brightworks Group struggled to find a secure and efficient remote access solution suitable for their clients, which were mostly small and medium-sized businesses (SMBs). They considered various enterprise-grade SASE and VPN solutions but found that most of the options were too costly for their clients, riddled with performance and connectivity issues, required complicated and extensive setup and maintenance cycles, and couldn't scale from small to more complex installations without increasing cost or complexity further.

The decision to adopt a new solution came after a series of repeated technical failures and growing client dissatisfaction. Brightworks Group realized their existing remote access solutions were not sustainable, frequently disrupting operations and leading to an influx of support tickets. By switching to a more robust solution, they not only reduced the volume of support tickets but also enhanced the overall user experience, improving client satisfaction and streamlining their operations.

We were pleasantly surprised how MSP-friendly Timus is as a company in terms of the solution, support and simple pricing - and it actually works.

So it kind of ticks all the boxes for me.

Ian Miller

Director of Engineering, Brightworks Group
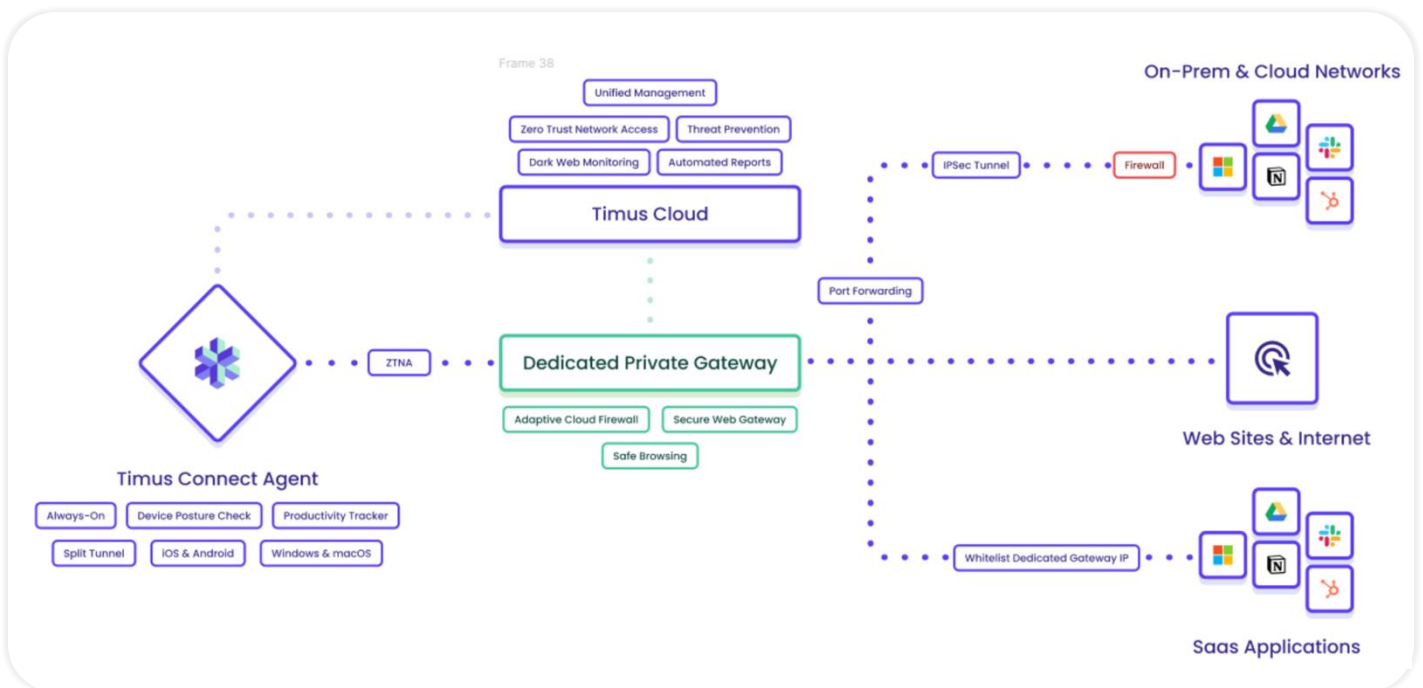
Timus offered a full-featured Secure Access Service Edge (SASE) platform that combined Zero Trust Network Access (ZTNA), a Cloud Firewall, and a Secure Web Gateway, providing all necessary security tools in one package. Plus, unlike some of the other tools they tried out, Timus had an OS-agnostic agent that supported mobile devices at the same price point. They offered a flexible pricing model that was accessible for SMBs, aligning well with the needs of Brightworks Group's diverse client base. Moreover, Timus's platform was easy to implement and manage, allowing Brightworks Group to deploy the solution quickly and with minimal disruption to clients' operations. Lastly, but not the least, Timus's go-to-market strategy is channel-only, ensuring Brightworks Group to control customer relationships without a vendor's competition.

Overall, we're extremely happy with the product, extremely happy with the company.

Ben Miller

Chief Revenue Officer, Brightworks Group

Brightworks Group implemented Timus using a structured approach, following a four-step process:

1 **Automation:** The team used their Remote Monitoring and Management (RMM) tool to deploy the Timus agent silently across client devices, minimizing disruption and ensuring a smooth rollout.

2 **User on-boarding:** They created user accounts and configured security settings to restrict access to specific applications unless connected through Timus, enhancing security for their operations.

3 **Customization:** Brightworks Group team made custom configurations where necessary, such as setting up bypasses for certain applications, to tailor the solution to client needs without compromising security.

4 **Rollout:** They conducted a staged rollout, starting with a test group to identify potential issues before expanding to a full deployment, ensuring a smooth transition for all users.

Outcome and Results

Quantitative

Support tickets for connectivity and remote access dropped by 30%, allowing the team to focus on critical tasks and reducing costs. Clients saved 20% on annual IT budgets by consolidating security tools, and Brightworks Group cut deployment times by 50%, completing setups within 24 hours.

Qualitative

Clients experienced smoother, more reliable remote access with fewer interruptions, boosting satisfaction. The Zero Trust model enhanced security by reducing unauthorized access risks, and the reliability of Timus strengthened client trust and relationships.

Partnering with Timus Networks has transformed Brightworks Group by providing a comprehensive, and scalable solution at a price point suitable to the SMB market. The seamless integration, improved security, and enhanced user experience have benefited both Brightworks Group and their clients, enabling them to maintain high service standards while supporting growth and client satisfaction in the evolving cybersecurity landscape.

I am running Timus right now every single day, nine hours a day, more. And that's what we do — we sell what we use.

Ian Miller

Director of Engineering, Brightworks Group

Connectivity and Security in One

Secure Web Gateway, Dark Web Monitoring and more under a single SKU for layered security.

Easy to Deploy and Manage

100% cloud-based SASE solution. No hardware. No maintenance. Deploy in less than 30 minutes.

Built on Zero Trust

Timus SASE users connect through private, never shared cloud-hosted gateways. Protect employees, wherever they work from.

ABOUT
BRIGHTWORKS

Brightworks Group is a trusted partner in cybersecurity and technology operations consulting. Brightworks specializes in providing Managed security and technology operations and technology consulting across diverse industries, including Healthcare, Financial Services, Engineering, Distribution, Manufacturing, Oil & Gas, and Multi-Location Businesses.

ABOUT
TIMUS NETWORKS

Timus provides a 100% cloud-based zero trust network security solution with secure, always-on connectivity to company resources. The solution, built by firewall experts with decades of cybersecurity experience, was designed from the ground up to simplify securing business data and resources utilizing the latest technologies.

Timus serves MSPs and their business clients by providing a layered security offering built on the principles of Zero Trust Network Access.

ZERO TRUST NETWORK PROTECTION

timusnetworks.com