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*Chris Phillips
Vice President, Sales and Marketing
Dakota Internet Partners, Inc.*



CUSTOMER NAME

Dakota Internet Partners, Inc.

INDUSTRY

Telecommunications

CHECK POINT PRODUCTS

- SMP On-Demand
- Safe@Office®

CUSTOMER NEEDS MET

- Provide managed security services to small and medium businesses and branch offices
- Minimize up-front investment in IT infrastructure
- Provide centralized security management and service provisioning
- Deploy seamless integration with existing back office and provisioning solutions
- Provide an all-in-one security solution based on leading security technology

Dakota Internet Partners Secure Customers Through Check Point Managed Security Services

ABOUT DAKOTA INTERNET PARTNERS

Dakota Internet Partners, headquartered in Tucson, Arizona, is the largest privately owned Internet Service Provider (ISP) in southern Arizona. The company provides Internet and data connectivity solutions for over 5,000 customers ranging from small businesses to enterprise customers. These include financial institutions, healthcare providers, law offices, retail chains and high-tech companies. Dakota Internet Partners also proudly provides service to over 100 nonprofit organizations in the Tucson area. The company prides itself on offering “the human touch in technology,” and is highly regarded for its 24x7 technical support and high level of customer service.

THE DAKOTA INTERNET PARTNERS CHALLENGE

Always seeking opportunities to provide its customers with value-added services that create a competitive edge, Dakota Internet Partners identified network security services as a logical extension of its existing business model. “Bundling connectivity with security is very attractive and allows a service provider to leverage its existing customer base,” according to Chris Phillips, vice president, sales and marketing. “We were looking for an all-in-one security solution that would offer protection from a broad array of security threats, and would be easy to deploy, use and manage. Additionally, it had to be from a company with a reputation for state-of-the-art security technology and for supporting its partners with the same high quality of service we offer our customers.”

Providing customers with a security solution was only the first piece of the puzzle. Dakota Internet Partners also required a solution that included a platform for managing numerous, geographically dispersed security appliances from a central location.





THE CHECK POINT SOLUTION

Dakota Internet Partners first learned about Check Point's solution at an ISP-focused conference. It decided to install as a pilot the Safe@Office security appliances and Security Management Portal (SMP) management platform. The pilot went so well that Dakota Internet Partners is now exclusively selling security services powered by Check Point.

Dakota Internet Partners chose to deploy the Check Point solution as an On-Demand application. The SMP platform is hosted on Check Point servers and deployed to partners as a Software-as-a-Service (SaaS) solution. To customers,

"The Safe@Office appliance had all the features our customers needed. SMP On-Demand allowed us to manage our customers' appliances remotely, and to bring up the system quickly and painlessly without a required investment in IT infrastructure. With the Check Point API, we were able to easily integrate the Check Point management system with our existing provisioning and CRM system, giving us a complete MSSP solution."

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the service appears to come directly from Dakota Internet Partners. The company opted for SMP On-Demand because it offered a quick and simple way to enable tiered security services, while minimizing the required up-front investment in infrastructure. "With SMP On-Demand, the service was up and running in no time. Anything that can be configured and managed locally on the appliance, can also be done remotely. This allows us to provide timely service and support to our customers while minimizing support costs," added Phillips.

Using the robust Check Point API, Dakota Internet Partners was able to integrate SMP On-Demand with its billing and CRM system, thus supporting its existing business processes. "Integrating SMP with our Tucows Platypus Billing and CRM system was straightforward. The API provided by Check Point is intuitive to use, so hooking up the systems was simple." Phillips noted, "Our SQL database has hooks into SMP. It provisions all our services. Such integration is a key capability for a service provider and was an important requirement of our solution. The integrated solution allows us to streamline ongoing service provisioning and customer management operations, making us more cost-efficient and profitable."

The Benefits of Check Point Software

Phillips went on to describe the features of Check Point's MSSP solution that most appeal to his customers, "Check Point appliances are top-of-the-line, providing our customers with all the security features they require. These are dynamic platforms with new capabilities added on a regular basis. Customers appreciate the support for remote desktop access and Web filtering services. Weekly security reports are also very popular. They come branded with our name and corporate look and feel. Customers really appreciate getting the reports and knowing that we are actively preventing threats from getting through to their systems."

Phillips was also impressed with the quality of the support Dakota Internet Partners received. "The support we have received from Check Point has been excellent. We feel like we are a very valued customer. We would give the support a solid A grade."

THE FUTURE OF DAKOTA INTERNET PARTNERS

Currently Dakota Internet Partners manages the security operations of approximately 100 businesses in the Tucson area, using the SMP On-Demand service. It provides customers with the entire Safe@Office product line, including appliances with integrated ADSL/ADSL2+ modem and wireless access points. Based on current adoption rates, it expects that number to grow to 1,000 customers in the foreseeable future.

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