



CASE STUDY



Agio, a Hybrid MSP/MSSP, Resolves Client Incidents 40% Faster by Combining Managed IT & XDR powered by Stellar Cyber

Single Provider Service Makes a Difference





“When it comes to detection and response, time is of the essence. It only takes seconds for attackers to enter a system, and the time it takes to steal what they need can be measured in hours. Our agility comes from integrating cyber and managed IT. When we layer proprietary AI on top, a split service model can’t compete.”

Agio is a hybrid-managed IT and cybersecurity provider leveraging AI to deliver the fastest response times when threats are uncovered.

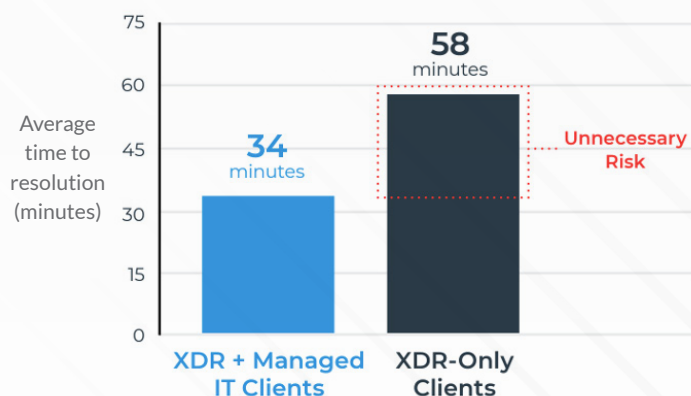
They use proactive monitoring and predictive intelligence to prevent or preempt issues before they impact an environment. As a result, clients who bundle managed IT and XDR services powered by Stellar Cyber with Agio have, on average, 40% faster problem resolution than those using separate service providers.

Case Study

All companies have exploitable vulnerabilities. When protecting your firm’s data (and its dollars), your strategy must be bulletproof. Agio’s Director of XDR Operations & Engineering, Patti Hallock, discusses how you can get there.

“Data is a firm’s competitive edge. You can’t afford to leave it at risk—even if it’s a low-level risk. Low-level risks can become big problems if they aren’t resolved quickly. Time to resolution matters,” says Hallock. “The data we’re providing here shows that pretty clearly.”

Average Time to Resolve Low-Level Risks



The Tale of Two Vulnerabilities

Hallock’s case study collected data from similar firms with different managed IT and SOC designs and their response to a breach. Firm A separated services (with Agio handling only XDR and another vendor managing their IT). Firm B bundled XDR and managed IT with Agio.

“In the case of Firm A, our XDR team received a vulnerability alert about a misconfigured server and notified the client, who put us in touch with a third-party vendor. That process introduced several steps to tell them who we were, what we saw, and what we needed them to do to remediate the vulnerability,” Hallock explains. “While all this communication was happening, the problem escalated, and the IT vendor could not isolate the bad actor. Unfortunately, this issue resulted in a ransomware attack six days later.”

What about Firm B? “When we detected a similar misconfiguration at Firm B, we immediately flagged the issue to our internal IT support team. It took less than two hours to resolve and report the activity to the client. And this isn’t unique. We’ve found the same results across our entire client base: when services are bundled with us, we can resolve an event, on average, 40% faster, and vulnerabilities are 80% less likely to escalate into an incident.”

Transforming the MSP Model

“All the solutions we’re developing integrate cyber and IT together. That’s something that’s sorely missing in the industry. We’re introducing all types of AI-enhanced features to speed response times and better protect our clients.”

One of those is Agio Shield. “It acts like a force field around your environment. It intercepts malicious phishing links before they do harm, then uses AI to categorize the risk across all our clients. That means you’re protected not just from the links targeting you but those that haven’t shown up in your environment yet.”

Don’t Risk It

If you’re not bundling your XDR and managed IT under one roof, you risk delayed response and service, which can lead to a devastating breach.

Agio’s industry-focused security analysts and AI-driven technology work in tandem to protect your infrastructure and end users, on any device, from anywhere—fast. When you bundle XDR powered by Stellar Cyber and managed IT with Agio, they remove unnecessary risk by delivering maximum agility with no red tape.

About Agio

Agio is a hybrid managed IT and cybersecurity provider equipping financial and healthcare service organizations with next-generation cyber protection and technology support. We pair human brilliance with predictive intelligence to deliver secure, reliable, & resilient information systems. The result is a frictionless service that reduces issues and increases speed to problem resolution so you can spend more time focused on work and less time worrying about IT. Agio is headquartered in New York, NY, with other offices around the world.

- Visit agio.com to learn more about how Agio security services can help you meet your cybersecurity goals.

TAKE THE FIRST STEP TODAY

Every security team should be able to deliver continuous, consistent security regardless of their skills or experience. With Stellar Cyber Open XDR, you get the capabilities you need to keep your business secure with your existing team. Visit www.stellarcyber.ai today to start your journey.

