

COMPANY OVERVIEW

MyPcFriends is an information technology (IT) support and solutions firm that provides clients with top-notch monitoring, maintenance and remote support.



The company's goal is to facilitate access to superior quality technical assistance for corporate clients and individual consumers alike. MyPcFriends has a reputation for excellence that's based on its team's extensive technical knowledge and friendly and personalized approach to customer service.

"We want to be like that friend you call whenever you have problems with your computer and you need help," says Alfredo Rapetta, Chief Operating Officer of MyPcFriends. "Our team is known for its acumen with finding the industry's best innovations and technology trends and mapping them to our customers' needs. We also offer quick response and excellent service."

MyPcFriends' remote monitoring and maintenance services keep customers' devices in optimal condition and under the supervision of highly trained technical staff at all times.

THEIR CHALLENGE

Because MyPcFriends has intimate knowledge of its clients' systems, its team is well aware of the myriad of cybersecurity challenges that they face. To help clients improve their information security and overall resilience, MyPcFriends wanted to expand its portfolio of offerings to include security services.

The company sought a partner whose tools would allow them to further improve their operational efficiency and also introduce these new cybersecurity capabilities. It was challenging, however, to find the right vendor, one whose offerings were perfectly aligned with MyPcFriends' needs.

"We were looking for a system that would allow us to give more value to our clients," says Rapetta. "We compared a few options, and only one had all the features we wanted."

THE SOLUTION

MyPcFriends chose Comodo's Dragon Platform with Advanced Endpoint Protection (AEP), a complete cloud-native framework that supports a Zero Trust approach to protecting and defending endpoint devices.



The Dragon Platform represents a comprehensive approach to active breach protection and is the only cybersecurity platform in the world that's natively integrated with Comodo's patent-pending auto containment technology.

"When we first saw what Comodo can offer its partners, a lightbulb went off in our heads as to all the new and robust solutions we could make available to our customers,"



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THE SOLUTION
(CONTINUED)

says Rapetta. “Among the vendors we looked at, only Comodo had all the features we wanted. In fact, Comodo’s system exceeds our rigorous standards and can evolve with our clients’ future needs.”

Since joining forces with Comodo, MyPcFriends has noticed internal process improvements and the growth in cybersecurity services capabilities it had been seeking. Comodo’s auto-containment technology enhances our clients’ resilience by providing superior breach protection.

MyPcFriends also benefits from being in a partnership founded upon Comodo’s tireless dedication to providing its managed service provider (MSP) and managed security service provider (MSSP) partners with the greatest possible business value.

“We are committed to helping MyPcFriends and its clients receive solutions that are customized to fit their requirements,” says Alan Knepper, President and Chief Revenue Officer at Comodo.

RESULTS

- Overall process improvements, including better ticketing and time tracking.
- Expanded portfolio of new and robust security services offerings founded upon the world’s only auto-containment technology.
- The ability to protect clients with unique technology that renders all types of malware useless and incapable of causing harm to their systems.
- Speedier response times for technical assistance requests.

“Comodo’s solutions exceed our rigorous standards and allow us to offer a wide variety of world-class products to our clients. We’re attracting many new customers because we’re now capable of providing an entire digital security ecosystem, one that can evolve with their needs in the future.

— **Alfredo Rapetta,**
COO of MyPcFriends

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CONCLUSION

Today MyPcFriends continues to offer the signature services for which it has such a strong reputation. Its clients enjoy remote monitoring and maintenance, as well as on-site technical support when it’s needed, but now they also benefit from world-class breach protection from Comodo, a vendor with proven expertise in delivering services and solutions capable of stopping even the most advanced threats. MyPcFriends is better able to deliver upon its core promise—to provide fast, friendly and personalized support to its clients—than ever before. And, their IT systems have never been safer.

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