Reliability and Ease of Use Retain Hooton as a Longtime Malwarebytes MSP Partner

Founded in 2008, Hooton Tech is a boutique, locally based managed service provider (MSP) that serves a wide range of businesses throughout the southern Wyoming and northern Utah regions. With years of experience in a breadth of specialties, Hooton offers its customers a unique range of services that span network security, physical security, infrastructure management, and telecommunications needs.

Hooton is well known for its flexibility in engaging with customers to bring their vision to fruition by delivering cutting-edge technological solutions that fit each customer's needs. Providing a high-quality experience is a top priority for the MSP, so, for its customers' endpoint security needs, Hooton has partnered with Malwarebytes for nearly ten years.

Hooton Tech LLC

Partner-At-A-Glance

Customer
Hooton Tech

Industry
Managed Service Provider

Solution
ThreatDown Endpoint Detection & Response

Results

• Excellent partnership program that helps Hooton stay competitive in the MSP market

• Quality EDR solution reinforces Hooton's commitment to deliver quality services

• Cloud-based OneView management console makes it fast to roll out new deployments

• Full suite EDR capabilities keep Hooton customers safe from cyber threats

ThreatDown
Powered by **Malwarebytes**

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Shane Hooton, Owner
Hooton Tech
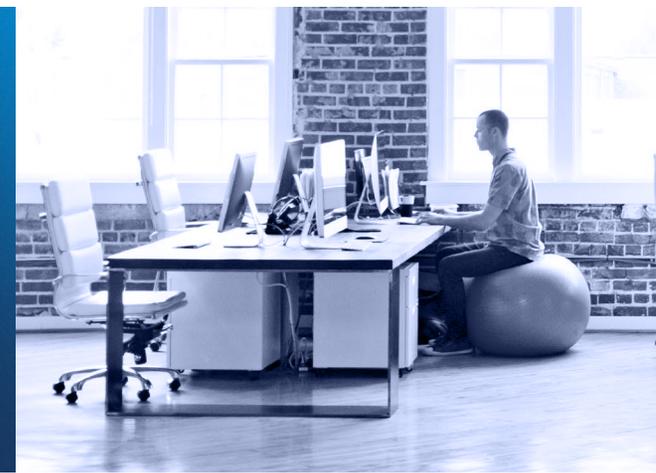
Delighting customers with steadfast endpoint security

Leading by the motto: We don't sell any tool we don't use ourselves

Shane Hooton, owner of Hooton Tech, has long held the belief that delivering a quality service for customers requires top-notch technologies and hands-on experience with them. When it comes to securing his customers' endpoints, Hooton has experience with multiple vendor solutions and finds that nothing compares to Malwarebytes.

"I lead my MSP business from the approach that I only sell technology that I believe in and use myself. For endpoint protection, that's ThreatDown, powered by Malwarebytes. I've been using it forever because ThreatDown, powered by Malwarebytes, leads the market with its lightweight footprint, ease of use, and steadfast reliability in stopping threats," said Hooton.

When engaging new customers, Hooton implements ThreatDown Endpoint Detection & Response (EDR) to equip customers with the solution's full suite of essential security capabilities, including threat protection, detection, containment, and response. "Installing ThreatDown EDR is such an easy process, and it lets us secure customer environments with the best in threat protection and mitigation capabilities," said Hooton, adding that "thankfully, we haven't had to use the remediation or ransomware rollback because Malwarebytes stops everything, but it gives us assurance to know that it's there if we ever need it."

Broad visibility and flexible control over client environments

With a lot of customers to support, simplified management is essential for Hooton, and ThreatDown, powered by Malwarebytes, makes that easy, too. ThreatDown OneView is a multi-tenant console where Hooton can centrally manage EDR installations, policies, and user endpoints across all customer sites. And the MSP can see what's happening in every environment, at a moment's notice, and easily focus in on locations where a high priority threat is detected or contained.

"OneView makes it easy to manage my customer environments right from my browser, without having to go onsite, and the reports help me sell the value of ThreatDown, powered by Malwarebytes, and secure our renewals. During our regular business reviews, I can clearly demonstrate all the attack attempts that ThreatDown stopped," said Hooton.

OneView tracks the endpoint devices and installed software, which also gives Hooton a centralized tool for handling the asset and software management aspects of the MSP's infrastructure services. "As a full-service MSP, the asset and software inventory provided by ThreatDown, powered by Malwarebytes, gives us greater value and efficiency in delivering our IT services. We can see the health of each machine,

Effective, consistent

solution retains
10-year partnership

Takes only 5 minutes

to train MSP analysts
on EDR solution

Broad visibility

and granular management
with OneView console

its memory consumption, and the specs in one spot, which provides insightful information to identify other upsell opportunities," noted Hooton.

A great partnership that helps drive Hooton's business growth

The partnership with Malwarebytes helps reinforce the quality of the Hooton brand. The MSP knows that ThreatDown, powered by Malwarebytes' lightweight agent will solve slow machine performance issues that new customers are typically experiencing with

their incumbent solution and that they'll get superior protection that keeps threats off endpoints and out of the organization.

Through that brand quality, Hooton has gained a great reputation and continues to grow and roll out ThreatDown, powered by Malwarebytes and other services to new customers. As a result of that growth, Hooton recently moved to a higher tier in the Malwarebytes Partner Program, which, among other benefits, lowered Hooton's cost per license.

"The Malwarebytes Partner Program helps me stay competitive in the MSP market. It's an amazing security product at a great price point, and that makes it really easy to sell," said Hooton.

**Learn more about
Malwarebytes Partner Program**

ThreatDown™
Powered by Malwarebytes

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