

Edafio Technology Partners Scales Services Across Growing Client Base with Kilter by BackBox

Leading managed service provider standardizes on Kilter to drive efficiencies and growth, automating firewall administration for 200+ clients across a multi-vendor environment.

Challenge

Edafio is a leading managed services provider (MSP) to mid-sized and enterprise clients across sectors, including healthcare, financial services, manufacturing, transportation, government, and non-profit. As the company continued its fast-paced growth and expansion, automation became central to its strategy to scale and provide a consistent level of security and performance across clients.

While Edafio had Solarwinds in place for heartbeat monitoring and alerts, firewall backups, and vulnerability patching were done manually. One specific activity that Edafio was hoping to improve was firewall software updates. Whenever a CVE was announced and a patch was issued, it would take significant effort to complete an update. A team of seven network engineers worked at least five hours overnight or on weekends to patch the hundreds of firewalls under management.

Edafio needed a more efficient and reliable way to manage backups and patching, and charged Ryan Demay, Sr. Network Engineer, with finding an automation solution that was up to the task.

Solution

Kilter was the only solution that met Edafio's key requirements for its MSP environment:

- Multitenancy, to allow each customer environment to be isolated from the others.
- Flexibility in how they access customer networks so they could connect over the internet while ensuring secure communications between Kilter and each site.
- Multivendor support to ensure they could automate whatever network devices customers chose to use for their network. While 80% of the firewalls installed are Fortinet, clients also have Check Point, Cisco ASA, NETGEAR, Palo Alto, SonicWall, and WatchGuard.

After a brief competitive trial, Edafio selected Kilter as its automation platform.

Edafio quickly deployed Kilter to their monitoring service, which virtually all their clients rely on. Edafio prioritized three key use cases: automated OS updates, backups, and asset inventory.

“Kilter helps our network engineers save significant time. For example, bi-weekly patching takes only one hour of my time, compared to at least 35 hours the team would spend doing it manually, eliminating a huge pain point for the team and ensuring we can always keep up.” – Ryan Demay, Sr. Network Engineer, Edafio



EDAFIO

OVERVIEW

Industry: **Managed Service Provider**
Customer Since: **2020**
Employees: **120**
Revenue: **Privately Held**
Location: **Little Rock, Arkansas (HQ)**
Vendors Automated: **Check Point, Cisco ASA, Fortinet, NETGEAR, Palo Alto, SonicWall, WatchGuard**

CHALLENGE

To continue its industry-leading growth and commitment to client success, Edafio needed a reliable way to automate time-consuming and error-prone manual tasks including, vulnerability patching, firewall backups, and upgrades.

SOLUTION

Kilter was the only solution that met Edafio's key requirements for their MSP environment, including multitenancy and multivendor support, flexibility in how they connect to their customers' sites, and out-of-the-box as well as custom automations that don't require any scripting.

OUTCOMES

- Firewall OS updates were automated instead of being done manually, leading to a 70 hour/month time savings
- Timely and reliable OS updates, patching, and backups at scale dramatically reduced after-hours and weekend work
- Significant ROI from multivendor support and efficiencies

Automated Vulnerability Patching and OS Updates

Before Kilter, OS updates required the seven-person team to come in on nights or weekends and spend hours manually updating devices. It was a time consuming, error-prone activity, not to mention disruptive to the team's personal lives.

With Kilter, Ryan can collect the required files, validate the automations, and test them in the lab in about an hour during regular business hours. He creates an announcement to inform people that an update is happening, and the update runs automatically overnight. The following morning, Ryan checks a report to confirm that the patching completed successfully.

Edafio also uses Kilter to automate updates, which happen during regularly scheduled maintenance windows on the first and third Saturday of every month between 1:00 a.m. and 4:00 am. However, on occasion, critical updates are installed as soon as they become available, and Kilter's automations ensure this happens smoothly. Edafio is confident that it's protected from the latest vulnerabilities and can keep its clients' networks safe.

Backups

Edafio has also automated firewall backups. A manual process that used to take an administrator's time every night now happens automatically. When the backup is complete, Ryan receives an email which also serves as an audit log. For extra redundancy, Edafio has created a custom automation to export

backups for every device to a shared drive in the data center so that everyone knows where backups are kept and has access should it be necessary to restore from backup.

Asset Inventory

With every backup or update, Kilter automatically documents the types of firewalls each client has, along with serial numbers, licenses, versions, and more. Tightly coupling automated asset discovery and inventory with backup and upgrade processes greatly simplifies firewall administration in Edafio's multivendor environment and ensures an accurate inventory can be reported to clients for billing purposes.

Looking ahead, Edafio is considering expanding automation to include network devices. Using Kilter for both network device and firewall automation would streamline management, maintenance, and troubleshooting, and create a centralized, detailed audit log for tracking and reporting. As they complete their transition to ServiceNow, they are looking to integrate with Kilter for proactive monitoring, automated ticketing, and enriched trouble tickets.

“BackBox met all our initial key criteria, and the ease of implementation and out-of-the-box automation tasks have been a pleasant surprise. When we need to make a change, say for 80 different clients, I check Kilter, and often the option is already there, so I can select the task and it's done. And whenever I have a question, the support team is great.”

– Ryan Demay, Sr. Network Engineer, Edafio

OUTCOMES

Simplified Multitenant Firewall Administration

With Kilter, Edafio can segment, organize, and provide services by client, device, and site through a single pane of glass. Real-time asset inventory information and custom automations enable the delivery of contextually-aware services to clients.

Timely and Reliable OS Updates, Patching, and Backups at Scale

Edafio trusts Kilter to handle tasks they used to do manually, with reliable automations that are flexible and scalable. From firewall updates and vulnerability patches to daily backups, Edafio has confidence in Kilter automations to consistently perform and secure their clients.

Significant ROI From Multivendor Support and Efficiencies

Kilter's ability to integrate with and automate processes for multiple different firewalls and drive efficiencies for the network engineering team has resulted in a significant ROI. For example, Edafio has slashed the time spent on updates from 70 hours per month, working nights and weekends, to only one hour during regular business hours. Nightly backups now run automatically without manual intervention.