



TitanHQ™

Case Study: Help Now LLC



IT Out sourcing & Consulting Firm, Help Now LLC, Adopt the TitanHQ Technology Stack

Help Now LLC are a proactive Managed Service Provider, delivering affordable outsourced IT support solutions and consultant partnerships to businesses across the North East of America. Serving customers from a wide range of industries, including local and federal government, medical and legal, Help Now needed to adopt a robust security stack. Help Now have implemented SpamTitan, WebTitan and EncryptTitan to protect their customers from online and communication-based threats.

The Challenge

Help Now LLC were looking for a reliable spam filtering and phishing protection solution that would provide their end-users with comprehensive cyber threat protection. They had received minimal assistance from the company delivering their previous solution and so effective support was a priority.

Help Now wanted full reassurance that if and when an issue occurred, they would receive efficient, thorough and dependable assistance.

“The main driving factor was support.”

While Help Now's primary requirement was email protection, they were also on the lookout for a security solution that would defend their end users in other areas. Help Now were keen to find a service that would protect their end users from other cyber threats while roaming online.

Key requirements for Help Now LLC:

- Effective spam filtering
- Comprehensive phishing protection
- Reduced risk when web browsing
- Robust customer support



TitanHQ is a breath of fresh air. The entire TitanHQ team has been wonderful to work with.

Josh Cook. President Help Now LLC.



The Solution

Help Now implemented three of TitanHQ's security solutions: SpamTitan and EncryptTitan to serve their email security needs, and WebTitan to protect their end users online. SpamTitan provided an effective defence against spam mail and phishing attacks, while EncryptTitan facilitated the secure exchange of information via email. These helped to minimise risk to their end users and allow them to communicate more safely.

To tackle web-based threats, Help Now implemented WebTitan. This solution allowed Help Now to put DNS filtering software on their end users' laptops, allowing their customers to roam securely, whether working from home or in the office.

“WebTitan has been wonderful to help protect our clients from every other known threat out there that's web-based.”

In particular, Help Now were drawn to TitanHQ due to the high levels of support that were offered and the exemplary quality of customer service. TitanHQ made the transition to their security stack simple, seamless and efficient. Thanks to TitanHQ's clear support, Help Now were able to transition to their solutions within a day and a half, even at the beginning of the COVID-19 pandemic when they were working from home.

Help Now developed a close relationship with the TitanHQ team based on trust and transparency, meaning that they received the high level of support they required. **“The entire TitanHQ team has been wonderful to work with.”**

The Results

Help Now are equipped with a full security stack from TitanHQ, which delivers reliable protection against email and web-based threats. Help Now feel confident with their security solutions, knowing that their end users are being monitored for and protected from viruses, phishing attacks, spam and online threats. They receive prompt, proactive and thorough support from TitanHQ.

TitanHQ have a commitment to their customers and pride themselves on the innovative approach they take to their services. As a result, Help Now credit TitanHQ with 'thinking outside of the box' with their issue resolution and know that they can rely on the team to optimise their solutions. **“I love TitanHQ. I love everyone I've ever dealt with.”**