

Partner Success Story

New Firewall Partner Adds Superior Support and Peace of Mind

Jack Herbig offered his clients a firewall from a tech giant for years. As the owner and operator of Coastal Computer Consulting, LLCs, he provided solid network security as part of his package of IT services.

Jack's clients were small- and medium-size businesses (SMBs) and non-profits that needed him to keep their networks efficient and safe from threats like hackers and malware.

One day, Jack's firewall vendor pulled the rug out from under him. The firewall dropped key features that his clients depended on. Here he was, a small



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- Jack Herbig, Coastal Computer Consulting, LLC



Expert Recommends Calyptix

Jack started to look for a new partner. He got a stellar recommendation at an industry event when he saw a comparison of network security devices. The expert's recommendation: Calyptix's AccessEnforcer was the best solution for SMBs to secure and manage their networks. Their support was second to none.

Calyptix was new to Jack. He visited the company's website and realized AccessEnforcer was an all-in-one solution for network security. Calyptix designed the device specifically for SMBs, giving it a firewall, spam filters, network management tools, intrusion prevention system, VPN, and much more.

"It seemed to be everything I needed, but I had to be sure before I could send it to any of my clients," said Herbig.

Simple and Powerful Tools

Jack called Calyptix to learn more about the device. He was delighted to receive AccessEnforcer for a 30-day trial with a 100% money-back guarantee.

The device was exceptionally easy to set up and configure. He even started solving problems on his network and getting help from Calyptix engineers.

“I used to get a ton of spam. They worked with me to get rid of it all and really took the time to make sure the problem was solved. They actually added features that have become a standard part of the box, to cut this problem down to size. That impressed me,” said Herbig.

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- Chris Kinard, Head of IT and HR, Interim Inc

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Wins New Business

Happy with the ease-of-use of AccessEnforcer, and trusting that he could rely on Calyptix’s support team, Jack brought the box to his most important client. He hoped to get the company’s impression and test the device’s performance.

Leaders at the company were once reluctant to use a device from a company they had never heard of, but that changed once Jack set up AccessEnforcer. Jack realized he could deliver a higher-level of support at Coastal Computer Consulting by having Calyptix as a partner.

“It is always seems like a risk to recommend a box from a smaller brand, but Calyptix has never let me down,” said Herbig. “Instead, they’ve worked hard to ensure that the AccessEnforcer does what it needs for my clients.”

Delights Loyal Customers

One of Jack’s clients is Interim Inc., a healthcare organization that provides housing, counseling, and benefit services to adults suffering from mental illness. In 2005, Interim really needed Jack’s help.

“We were very exposed. We had a lot of problems with malware, with viruses on individual workstations, and so on,” said Chris Kinard, Head of IT and HR, Interim Inc.

Interim had to protect dozens of workstations, several servers, patient records, and medical data. Protecting the network was not only the right thing to do, it was the law. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires healthcare providers to have strong network security.

“As the requirements under HIPAA got stronger and stronger, we needed to make sure that we had a secure network,” said Kinard.

Jack suggested that Interim deploy AccessEnforcer. Today, the network is faster, more reliable, and has more uptime. Kinard no longer worries about viruses, malware, or HIPAA.

“I feel extremely comfortable that we are compliant,” said Kinard. “We’ve made tremendous strides on full monitoring and control of our entire network from Jack’s control base, and that includes all the workstations. Calyptix has helped us through all of this, and it’s one of the reasons we’ve expanded with them.”

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Dependable Partnership with Vendor

For four years Coastal Computer Consulting has installed AccessEnforcer for every small business client that needs strong network security in a simple device. No client has ever asked to switch.

Nothing is more satisfying than the confidence Jack gets from having Calyptix’s top-quality service engineers on call.

“For me, it’s peace of mind,” he said. “If I get into a situation that I can’t troubleshoot myself, Calyptix is always there and willing to take the time. They’ve gone out of their way to make me look good to my clients and I’d recommend them to anyone.”

Simple and Powerful Network Security that Gets You Back to Business

Calyptix makes network security simple for small- and medium-size businesses, helping them increase profit, control technology, and protect investments.

Our next-generation device, AccessEnforcer®, safeguards the performance and integrity of your network so you can rest easy knowing that your company and reputation are secure.

Spam, spyware, and hackers are just a few of the many threats AccessEnforcer detects and blocks before they can infect your business. Daily security updates help stop the newest threats automatically, and network management tools help boost the availability of your critical systems, including your VoIP phones and cloud-based apps.

Do you have to comply with regulations like HIPAA for healthcare or PCI DSS for credit cards? AccessEnforcer helps you meet and exceed these standards. It's always ready to protect your network so you can focus on what matters most: your business.

Call us today or visit **www.calyptix.com** and you'll see how easy it is to give your network the protection it needs.

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