# Cyflare scales remediation across clients without growing the team

# General info


CYFLARE
The threat stops here.

Cyflare is a U.S.-based Managed Security Services Provider (MSSP) specializing in delivering comprehensive cybersecurity operations, including managed XDR, SIEM, vulnerability scanning, and patch management. Known for its hands-on, operational approach, Cyflare doesn't just monitor environments, it runs them. To keep up with rapid growth and client demands, Cyflare adopted Vicarius vRx as its unified remediation platform. With vRx, the team automated patching, prioritized vulnerabilities based on real risk, and managed all clients through a single multi-tenant console. This allowed Cyflare to scale efficiently, deliver customized remediation strategies, and reduce operational overhead without expanding the team.

**INDUSTRY**

Managed Service Providers

**COMPANY SIZE**

0-500

**KEY FEATURE**

🛡️ Unified Automated Vulnerability Remediation & Patchless Protection

🖥️ Multi-Tenant Efficiency

⌃ Risk-Based Prioritization

**SUB-INDUSTRY**

▣ MSSP

# A Different Kind of MSSP

"We're not a traditional MSP," said Eric, Chief Customer Officer at Cyflare. "We're a managed security service provider and that means something else entirely."

At Cyflare, security isn't just a deliverable, it's a managed experience. Eric's team doesn't just install tools and walk away. They operate, monitor, integrate, and act. From patching and upgrades to telemetry and agent maintenance, they run mission-critical infrastructure for their clients day in, day out.

"We manage the platform or we monitor it. Sometimes both," Eric explained. "Our clients rely on us to handle everything, not just alert on it."

But as Cyflare's customer base grew, delivering this level of service consistently across dozens of environments became harder.

# Too Many Tools, Not Enough Time

Like many MSSPs, Cyflare had a vulnerability scanner but no way to act on its output.

"It gave us a report. That's it," Eric said. "Then what? Prioritize manually? Patch manually? It just passed the problem along."

The team found themselves stuck in a loop: detect, report, triage, patch   all across multiple platforms, with different processes, and all requiring manual effort.

"What we really needed was a way to close the loop. Find, fix, and prove it all in one place. We couldn't just keep throwing people at the problem."

# Enter Vicarius vRx

That's when Cyflare discovered Vicarius vRx.

*"What stood out was that it wasn't just a scanner or a patch manager. It was an entire remediation platform. You discover vulnerabilities, prioritize based on real risk, and remediate automatically."*

The transformation was immediate:

- **Within hours,** Cyflare had a unified view across all client assets   endpoints, apps, OS versions, exposure paths.

- **Within days,** they were automating workflows   moving from noisy alerts to meaningful actions.

vRx empowered Cyflare to:

- Prioritize vulnerabilities based on exploitability, reachability, and criticality

- Remediate automatically using native patching, scripting, or Patchless Protection

- Manage all tenants in a unified, multi-client console

- Deliver compliance and executive-level reports no manual effort required

"We use vRx as our remediation engineer," Eric said. "Except it doesn't take PTO."

## Unlocking Bespoke Remediation Services

With Vicarius, Cyflare went beyond efficiency they unlocked differentiation.

"Before vRx, patching was one-size-fits-all: patch everything or patch nothing," Eric said. "Now, we can tailor remediation per client based on their risk, policies, and environment."

Using vRx's scripting engine and Patchless Protection, Cyflare introduced bespoke remediation services   adapting strategies for sensitive systems, legacy environments, or aggressive patching windows as needed.

"We're no longer just fulfilling SLAs. We're designing remediation strategies," he said. "That's a differentiator."

This shift allowed Cyflare to move beyond commoditized patching and deliver strategic value all without adding headcount.

## Scaling Without Compromise

With vRx, Cyflare compressed onboarding from days to hours.

"We segment asset groups by tenant, map policies, and immediately get a live risk view," Eric said. "Then we just... go. There's no drag."

That agility fueled their business model.

"Adding clients used to mean adding overhead. Now we grow without needing to hire."

Even reporting became a competitive advantage. With built-in dashboards and audit-ready insights, Cyflare could show what was fixed, when, and why   no spreadsheets or ticket-chasing required.

"Most platforms generate noise," Eric added. "Vicarius gave us a signal. It gave us proof."

## A Platform Built for Modern MSSPs

In Eric's view, Vicarius succeeded where others failed because it was built with MSSPs in mind.

"Other tools might offer automation but they're built for enterprises," he said. "vRx was built for service providers. It scales. It segments. It supports the way we work."

With multi-tenant management, compliance frameworks, granular access controls, and hands-free remediation vRx didn't just fit into Cyflare's stack. It elevated it.

"We're not just scanning anymore," Eric said. "We're solving."