

# Novatech achieves 75% efficiency gains in Vulnerability Management



## General info

75%

faster patching

25%

operational time saved



Novatech offers comprehensive Managed IT, Print, Cloud, and Security services, helping businesses streamline operations and boost productivity. With around-the-clock support and customized technology solutions, Novatech enables clients to focus on growth while minimizing IT challenges

### INDUSTRY

Managed Service Providers

### COMPANY SIZE

500-1000

### KEY FEATURE



Vulnerability Management



Patchless Protection



Scripting Engine

### SUB-INDUSTRY



Managed IT Service Provider

# Introduction

As a leading managed services provider, Novatech recognizes that efficiency in operations directly impacts profitability. To enhance its vulnerability management processes, Novatech implemented Vicarius vRx, seeking a solution that would not only identify vulnerabilities but also streamline the remediation process. By consolidating vulnerability discovery, prioritization, and remediation into a single platform, vRx has allowed Novatech to improve margins and deliver enhanced services to their clients.

## Challenges

Before adopting Vicarius vRx, Novatech faced significant operational hurdles with its previous vulnerability scanning solutions. The lack of integrated remediation capabilities meant that staff spent valuable time simply gathering reports and recommendations without the tools necessary to act on them efficiently. This fragmented approach hampered their ability to manage third-party software vulnerabilities effectively, leading to inefficiencies and increased costs. The search for a more robust and integrated solution was essential for Novatech to remain competitive and responsive in a demanding market.

## Solution

With vRx, Novatech now uses a solution that addresses their previous challenges and provides advanced security functionality:

- **Patchless Protection:** The team can now secure applications without patches, reducing vulnerability exposure and mitigating malware risks.
- **Automated Patching:** vRx's one-click patching and automated updates have simplified the patching process, reducing manual workload by 75%.
- **Multi-Tenant Scalability:** Vicarius' solution supports seamless, scalable deployment across multiple tenants, allowing Novatech to expand quickly as they onboard new clients.

Novatech has also found the platform intuitive, making it easy to train clients in a short time, further enhancing their service efficiency.

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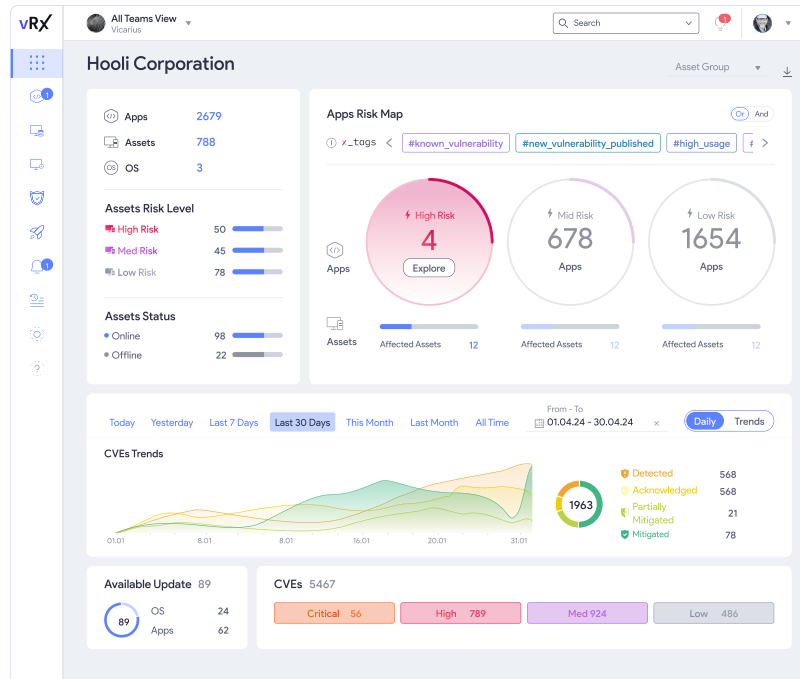
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## Impact so far

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- **75% Reduction in Mean Time to Remediate:** one-click patching and automated updates have simplified the patching process, reducing manual workload and improving remediation times
- **80% Efficiency Improvement in Third-Party Patching:** Broad third-party coverage has reduced dependency on multiple tools. The reduction in time spent on patching has resulted in cost savings, positively impacting overall profit margins.
- **Revenue Growth:** vRx has proven to be an easy upsell for Novatech's clients, generating monthly revenue and bringing consistent profitability with little sales push needed.



*vRx dashboard gives you quick visibility into asset inventory, risk map, and mitigation trends*

## Conclusion

Novatech rates Vicarius vRx highly for its scalability, stability, and user-friendly approach to patching and vulnerability management. With the introduction of patchless protection and efficient automation, they have significantly reduced their time commitment to patch management while enhancing client satisfaction and revenue. Vicarius vRx has proven to be a valuable addition to their service portfolio, meeting their needs for scalability, reliability, and profitability. [Read their full review here](#)