

**The Organization**

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**The Challenge**

- Establish a profitable MSP program
- Manage thousands of distributed security solutions
- Generate ongoing recurring revenue

**The SonicWALL Solution**

- SonicWALL Medallion Partner Program
- SonicWALL Global Management System (GMS)
- SonicWALL E-Class Network Security Appliances (NSA)
- SonicWALL TZ Series
- SonicWALL Aventail Secure Remote Access (SRA)
- SonicWALL SonicPoint Wireless Access Points
- SonicWALL Continuous Data Protection (CDP)
- SonicWALL WAN Acceleration (WXA)

**The Results**

- The products, programs and resources to build a successful MSP business
- Streamlined security policy management and appliance deployment, minimizing administrative overhead
- Extensive monitoring and reporting capabilities for SonicWALL infrastructure
- Supports regulatory compliance with internal, governmental and industry mandates, such as PCI

Solutions Granted®, Inc. is a solution-based IT firm near Washington, D.C., specializing in complete managed services, network development and security, relocation and disaster recovery services as well as website design, graphics and hosting.

Solutions Granted is a SonicWALL® Gold Medallion Partner. Established in 2001, the firm supports approximately 475 local, national, and international clients across automotive, healthcare, education, legal and government market niches.

**The challenge: establishing managed services for enterprise clientele**

Back in 2004, Michael Crean, president and CEO of Solutions Granted was impressed by SonicWALL's level of encryption technology. He purchased his first SonicWALL appliance based on the strength of the offering. Since then, Crean has made deploying and supporting all SonicWALL solutions the core of his business.

"It stands today as pretty much an unbreakable encryption," said Crean. "I didn't want to say 'yes' to deals just based on a brand name, but rather, on a vendor I could really believe in."

At that time, however, Solutions Granted had not yet developed its Managed Service Provider (MSP) program.

"Prior to partnering with SonicWALL we did not have a managed security services practice," said Crean. "The MSP market space wasn't talked about back then. SonicWALL introduced us to the concept."

The creation of an MSP practice caused a fundamental shift in the firm's business strategy.

"In launching our managed security services model, it was never so much a technical issue as a business consideration," said Crean. "SonicWALL's counsel was invaluable: they emphasized the importance of honing in on the opportunity for recurring revenue, rather than the initial price of the box."

Crean decided to standardize his MSP offering on the SonicWALL product line.

"I committed to SonicWALL because I felt SonicWALL was committed to me," said Crean. "Whenever I had a problem, SonicWALL made it effortless for me to get the assistance I needed."

**The solution: comprehensive managed services based on a SonicWALL platform**

A turning point in the firm's success came when Crean recognized the value of the SonicWALL Global Management System (GMS®) to his MSP business.

"I was at my wit's end managing IP addresses for numerous firewalls at locations around the country," said Crean. "With GMS, it took me one minute to create a policy and roll it out. Before, it would have taken hours."

SonicWALL GMS provides organizations, distributed enterprises and service providers with a flexible, powerful and intuitive solution. It centrally manages and rapidly deploys SonicWALL firewall, anti-spam, backup and recovery, and secure remote access solutions. SonicWALL GMS also provides centralized real-time monitoring and comprehensive policy and compliance reporting.

## Solutions Granted, Inc. Case Study

*"The relationship we have with SonicWALL has really made us prosper in our business, and quite frankly, made us a lot more money."*

– Michael Crean  
President and CEO  
Solutions Granted, Inc.

### SonicWALL Benefits

- Technology thought leadership
- Outstanding price-to-value ratio
- Wide variety of marketing and selling tools
- Four-time winner Company of the Year in the VARBusiness Annual Report Card

Crean believes one of the biggest benefits the firm provides its customers is an improvement in employee productivity. For example, he was able to show the head of a large automotive dealership GMS-based reports which revealed his employees were spending a disproportionate amount of time on sports and news sites.

"The client was furious. He asked, 'Why do my employees do this?' I told him, 'Because you let them.' The GMS reports really opened his eyes. He was very thankful," said Crean.

Solutions Granted can confidently sell SonicWALL solutions to their clients because they also deploy them in-house.

"I am constantly using my own business environment as a showcase to prospective clients," said Crean.

The firm uses SonicWALL E-Class Network Security Appliance (NSA) and TZ Series firewalls, SonicWALL Aventail Secure Remote Access, SonicWALL SonicPoint wireless access points and SonicWALL Continuous Data Protection (CDP).

"I love the new CDP 6.0," said Crean. "SonicWALL really took the thought and effort to completely reengineer the product with newer technology. Plus, SonicWALL has given us the assistance we needed to manage the service for our clients. It has really hit a sweet spot and was an instant success with our customers."

The SonicWALL CDP Series offers end-to-end data protection solutions for supporting small- to medium-sized organizations. It replaces manual and unreliable tape backup systems with automatic, disk-based appliances and supports SQL Server, MS Exchange and most business applications.

As a Gold Medallion Partner, Solutions Granted actively participates in SonicWALL beta testing. Recently, the firm tested the new SonicWALL WAN Acceleration (WXA) solution.

"It's great to offer a SonicWALL solution along the caliber of a Riverbed," said Crean. "But the big benefit for us and our clients is that WXA can deliver most of the functionality of Riverbed, at 25% of the cost."

### The result: seven-figure recurring revenues

Today, Solutions Granted is recognized internationally as a trusted advisor, subject matter expert and mentoring source. Participation in the SonicWALL Medallion Partner Program has helped the firm compete in the global marketplace.

"As a VAR, the competitive landscape has become cutthroat," said Crean. "SonicWALL has let us keep enough of a margin to stay competitive."

In its first four years as an MSP, the firm doubled its sales every year. Solutions Granted has billed half a million dollars a year, and recently surpassed a million in sales for this year.

"The relationship we have with SonicWALL has really made us prosper in our business, and quite frankly, made us a lot more money," said Crean. "I don't see why we couldn't attain two million in sales this year. Not a lot of people can say that."

### SonicWALL's line-up of dynamic security solutions



NETWORK  
SECURITY



SECURE  
REMOTE ACCESS



WEB AND E-MAIL  
SECURITY



BACKUP  
AND RECOVERY



POLICY AND  
MANAGEMENT

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