

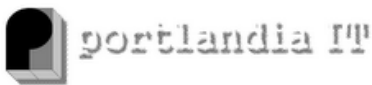
Portlandia IT, LLC

Industry: Full Service MSP

Network Size: 200 users

"We like the level of power with Untangle, at a less expensive price than comparable products."

Doug Foote
Ted Mittelstaedt
Principals
Portlandia IT, LLC



When clients require more for less...

Background

Portlandia IT is a comprehensive managed services provider with customers throughout their Portland, Oregon service area. Doug Foote and Ted Mittelstaedt, principals, each have an extensive background in information technology. Their combined years of experience and expertise allow them to offer the highest level of service, and they constantly evaluate software offerings from many different vendors to ensure that they offer solutions that best fit the needs of their clients.

Increasing Cost, Decreasing Value

Portlandia IT's customer base often requires spam blocking and web content filtering as top priorities. Doug and Ted were meeting those needs with Cisco, thanks to their broad brand recognition. Over time, however, as his clients' needs changed and grew, so did the a la carte pricing offered by Cisco's solution.

"With Untangle, our customers get a full service solution at one set price," said Doug. "Not only is Untangle a great savings, but it offers unparalleled flexibility over competitive choices like Cisco. Making the switch to Untangle was a no-brainer."

In addition to presenting a more competitive price to customers, Portlandia IT was able to also show network activity via audits. "Untangle's reports are a good way to show a business owner the activity on his

network, so that he/she can deal with it accordingly," said Doug.

Doug also likes Untangle's performance boost over competitive products. "Speed was always an issue, but we've seen increased performance across the board with Untangle."

Opening Up Different Markets

Portlandia IT quickly realized that brand recognition only goes so far. As a smart, agile services provider, they are constantly reviewing new technology offerings, and were early supporters of open source software. They instantly saw Untangle as a fit for customers whose budgets would keep them from even considering big players like Cisco.

"Untangle has helped us sell to markets that would normally not even look outside the box," said Doug. "Being able to demo the product has been invaluable, and having a free trial to install at a client site has helped us close the deal. About 80% of our clients are willing to try a test install once they've seen the demo. After they've had a trial running on their network, more than half of them purchase. That's how compelling this product is."

"The largest benefits are the overall health of the network, the ability to monitor specific machines, and being able to see who is on the network," Doug continued. "We like the ability to build a box for a client if need be, or offer them a complete appliance when the budget is available."

Untangle

298 S. Sunnyvale Ave. Suite 210
Sunnyvale, CA 94086
Toll Free: 866-233-2296
International: (408) 598-4299
www.untangle.com