



PARTNER CASE STUDY

Building a security-first MSP: SysGen delivers 24/7 protection with Sophos MDR



Industry

IT and managed services provider

Number of users managed

+10,000

Sophos solutions

Sophos Central
Sophos Managed Detection and Response (MDR)
Sophos XDR
Sophos Endpoint
Sophos Network Detection and Response (NDR)
Sophos Device Encryption
Sophos Mobile
Sophos Firewall
Sophos Switch
Sophos Cloud Optix
Sophos Email
Sophos Phish Threat

Challenges:

- SysGen's security approach was reactive, leaving gaps in visibility and consistency — and making it impossible to stay ahead of threats or reduce customer risk.
- To keep pace with escalating threats and stricter insurance requirements, SysGen needed 24/7 monitoring and rapid response — without the cost and complexity of building its own SOC.
- Customers wanted peace of mind against ransomware, business email compromise, and after-hours attacks — risks that could disrupt operations and erode trust if left unchecked.

SysGen Solutions Group, a leading Canada-based managed service provider, helps small and mid-sized businesses thrive with managed IT, advanced cybersecurity, and cloud solutions designed for resilience and growth.

Unlike traditional help desk models, SysGen's Dedicated IT Support Model® assigns dedicated technicians and security analysts to every customer, ensuring faster response times and personalized support that builds trust.

As cyber threats grew more sophisticated and customers demanded stronger protection, SysGen saw an urgent need to scale its cybersecurity practice — moving from reactive fixes to a proactive, security-first approach. The company selected Sophos as its long-term security partner, building a security-first managed services offering anchored by Sophos Managed Detection and Response (MDR).

Why reactive security was no longer an option

When Shane Jordan joined SysGen six years ago, cybersecurity was not yet a standalone service.

“At that time, we didn't have a very strong cybersecurity practice,” Jordan, the vice president of service delivery for the company, said. “It was a little ingrained in our day-to-day break-fix sort of practice.”

Security tools existed, but they were not unified or optimized. SysGen was using firewall technology without fully leveraging it, and cybersecurity was becoming increasingly critical for customers as threats evolved.

“Within a couple days, Sophos caught an email inbox compromise in three minutes. It shut it down, locked the account, stopped it, and notified us.”

Shane Jordan
Vice President of Service Delivery

SysGen leadership recognized that security would quickly become a defining requirement for their customers.

“This was going to fast become a major issue for customers in terms of cybersecurity,” Jordan said.

SysGen needed a partner that could support a maturing security practice, integrate cleanly into an MSP model, and scale alongside customer demand without overburdening internal teams.

Selecting a platform built for MSPs

After evaluating leading vendors such as Check Point and Palo Alto Networks, SysGen chose Sophos for its comprehensive portfolio and MSP-friendly model — making integration seamless and scalable.

“What drove us to Sophos was the holistic number of products, the offering, the depth and breadth that the organization had,” Jordan said.

Beyond the technology itself, the Sophos partner model was a deciding factor.

“Being MSP friendly, being able to help integrate with our business and recognize how we sell our services, were strong differentiators for Sophos,” he said.

That MSP alignment has only strengthened over time.

“I’ve seen way more investment into the MSP side of the business. It’s really strong,” Jordan added. “We’ve constantly seen Sophos evolving in terms of the MSP partnership.”

Embedding security into every customer engagement

Today, Sophos is embedded across SysGen’s entire managed security stack. SysGen uses Sophos Firewall, Email, Endpoint, and multiple tiers of Sophos MDR, along with network detection and response.

“MDR is the big one for us,” Jordan said. “Eyes on glass basically 24/7, looking at client locations and stopping threats before they become full-blown attacks.”

SysGen includes Sophos MDR in every managed services tier it offers.

“Now, we don’t onboard a new customer if they refused cybersecurity services,” Jordan said. “The risk is just simply too great.”

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Shane Jordan
Vice President of Service Delivery

Security is no longer optional, it's the foundation of every customer's engagement. SysGen now embeds Sophos MDR in every managed services tier, ensuring 24/7 threat detection and response.

Stopping attacks in minutes, not days

One customer incident highlighted the value of Sophos MDR and Microsoft integration.

Before integrating Sophos with Microsoft 365, email compromises could linger for days. Now, Sophos MDR detects and stops attacks in minutes — preventing costly breaches and business disruption.

"Within a couple days, Sophos caught an email inbox compromise in three minutes," Jordan said. "It shut it down, locked the account, stopped it, and notified us."

By comparison, the built-in email security protection alerted on a previous, similar alert almost 24 hours later.

"Had we been relying upon that alert, the bad actors could have been in there compromising the environment," Jordan said. "Sophos catching that within three minutes was absolutely fantastic."

Peace of mind for customers

SysGen customers increasingly want reassurance that someone is watching their IT environment at all times.

"There's something to be said for true peace of mind," Jordan said. "Being able to take a step back and pass it over to Sophos, knowing they're monitoring, responding, and shutting things down so attacks don't spread. We don't want our customers to sit on the side of the bed [in the middle of the night], seeing all these alerts pour in and thinking, 'What do I do?'; that's not a position SysGen nor the customers want to be in."

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Supporting insurance and business continuity

Cyber insurance requirements are stricter than ever, and breaches can cost hundreds of thousands of dollars — enough to shut down a small business. Sophos MDR helps SysGen customers meet compliance and avoid devastating losses.

“Insurance companies are becoming more and more astute and don’t want to pay out claims,” Jordan said. “Those cybersecurity questionnaires are getting more intense for people to complete.”

SysGen sees a clear divide between customers with comprehensive security and those without it.

“The ones that aren’t protected, when they get breached, it’s costing them hundreds of thousands of dollars,” he said. “For small and mid-sized businesses, that can shut their business down.”

Beyond technology, Jordan emphasized the importance of the Sophos relationship itself.

“The relationship between Sophos and SysGen is huge,” he said. “Being able to call someone and say, ‘I have an issue, how can we resolve this?’ The response has always been great. That reciprocal business relationship, the marketing collaboration, the joint events — it’s all been really positive. We don’t want a vendor approach. We want a true partnership.”

To get started with Sophos solutions today and find a solution that scales to your needs, [speak to an expert](#) today.



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