

Revolution Grows With Mako Networks

Seventeen years ago Tomer Eliahu was working as an engineer when a dentist asked him to troubleshoot an office computer system. Fast-forward to today and Tomer is managing Revolution, a leading Auckland-based IT specialist company and systems integrator with a business partner of eight years, Matt Sharman.



Part of the company's growth and success has been selling the Mako System to a diverse range of retail, manufacturing and medical clients. Dentist offices comprise nearly 40 percent of Revolution's client base, supplemented by other oral health clients like orthodontists and periodontists.

Of a variety of services spanning from managed backups and antivirus to server builds, Matt and Tomer agree that the future success of the company lies in broadening their already diverse range of managed services.

"Anything we can do to help our customers is where we want to be," says Matt Sharman.

"And any new system we sell, we always sell it with a Mako. Internet connectivity just seems to perform better," adds Tomer.

The Revolution team has experienced particular success in selling Mako Guardian content filtering services to customers, who sometimes see an immediate benefit from deploying the system to better control Internet use at their business.

One customer was concerned about employee behavior after an individual began turning up excessively early to work and aroused suspicion. After proactively querying Revolution about a monitoring solution, Matt and Tomer installed a Mako appliance and tracked Internet usage at the business. Within a week, they were able to conclusively see that the individual was visiting inappropriate websites on his company computer, and the employee received disciplinary intervention.

But Mako Guardian also helps Revolution customers to segment Internet access by job function, a particularly useful feature for managing employee use of social media.

Revolution diversified its managed services portfolio by offering Mako content filtering, reporting and Internet connectivity, creating new growth for the company.



“Some customers want all [social media] blocked, while others only want some time-wasting sites prohibited. Still others want only some employees to have access to social media as part of their job function. With the Mako, we can do it all,” says Matt. “More customers are looking at reports to see what employees are doing with the Internet.”

“In general, customers just seem to want better control over their Internet use,” concurs Tomer.

Part of that control is gaining visibility over their total Internet use to avoid excessive usage fees or blown data caps, a common concern in New Zealand. Mako usage reports allow customers to set warnings and an absolute threshold to terminate Internet access, eliminating the possibility of ‘bill shock’ or an unintended run-up of Internet charges.



Sometimes it can only take one computer infected with a Trojan or malware to cause a sudden spike in bandwidth consumption, which would normally go undetected until the end of the month when the bill arrives.

This sort of ‘rogue usage’ is a problem Tomer regularly sees at businesses, either as the result of legitimate use or undetected worms and infections.

“One customer saw their monthly usage go from 5 GB per month to 90 GB – you can imagine the surprise when the bill arrived. We plugged in a Mako appliance, and immediately we could see where the trouble was and identified a specific computer by MAC (Media Access Controller) address. We could even identify the type of traffic that was causing the extraordinary usage – in this case, email. A 25 GB file was accidentally attached to an email, and the system just kept trying to send it and ate up all the bandwidth. With the visibility the Mako System provided, we could fix it right away.”

The third element customers find compelling about a Mako solution (in addition to content filtering and usage reporting) is the general connectivity the system offers.

“ADSL downtime is problematic for many of our customers, especially when the connection drops intermittently,” says Tomer. “Therefore having visibility of the connection is important. We find that downtime is reduced when we install a Mako, and have records of when the connection is up or down. We can track this over time and see where customers are having problems with their network or Internet Service Provider.”

So in summary, what does the Mako System offer to service providers and resellers?

“Peace of mind with reliable service, and appliances that keep connections up and customers happy with the ability to monitor and diagnose network issues with pinpoint precision.”

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Tomer Eliahu, Director, Revolution

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