

How LimaCharlie powers BLOKWORX's prevention-first security approach

Cybersecurity is a fast-paced field where survival depends upon flexibility. BLOKWORX has successfully adapted to this changing environment for two decades. Founded in 2006 as a security-focused managed service provider (MSP), BLOKWORX soon transformed into a fully managed, prevention-centric partner for managed IT teams and MSPs.

Robert Boles, Founder and President, describes BLOKWORX, saying, "We function as an MSSP where we bring tools, deployment processes, tuning, monitoring, support, and growth—all cohesively aligned—allowing our security service partners to scale and profit far faster than they ever thought possible."

As a prevention-first MSSP, BLOKWORX manages tools, deployment processes, tuning, monitoring, and offers 24/7/365 US-based human support to customers. Their Zero-Day Security Suite services include:

- ◆ **Endpoint and EDR Protection**
Prevention-focused endpoint security that stops threats before execution
- ◆ **Cloud & Email Security**
Advanced filtering and prevention of phishing and business email or collaboration application compromise
- ◆ **Vulnerability Assessments**
Proactive identification and remediation of security gaps
- ◆ **Next-Generation Firewall (NGFW) Management**
Enterprise-grade perimeter security without complexity

High demand for BLOKWORX's prevention-first approach has led to 5x team growth over the past six years.

THE CHALLENGE

Serving Service Providers

BLOKWORX began as an MSP securing enterprise environments. Their business then evolved to include supporting other service providers who managed multiple enterprises. This change significantly increased the complexity and scale of BLOKWORX's security operations.

As Robert Boles describes the situation, "The most common partners we work with are MSPs overwhelmed by the tall task of managing and scaling their cybersecurity services to their end clients. We often find them in one of two camps: either bogged down operationally by alert fatigue and feeling ill-equipped to respond to all accordingly—or lacking proper sleep at night hoping that the automated solutions they have deployed are sufficient without fully monitoring and actioning these events 24/7/365."

Supporting other service providers, each managing multiple enterprises, meant BLOKWORX needed a near-infinite way to scale operations.

COMPANY PROFILE



BLOKWORX

FOUNDED
2006

HEADQUARTERS
Reno, Nevada

COMPANY
BLOKWORX is a prevention-focused MSSP that provides Zero-Day Security Suite protection, including endpoint security, cloud and email protection, vulnerability management, and NGFW services. Their 24/7/365 security operations enable organizations to benefit from enterprise security without the complexity or overhead of building in-house security teams. Learn more at blokworx.com.

CHALLENGES

- ◆ Managing multiple tenants (MSP partners) at scale
- ◆ Acquiring security tools that were both feature rich and scalable
- ◆ Gracefully ingesting telemetry from non-standard sources



LimaCharlie didn't just solve a problem—it gave us a platform to innovate and stay ahead.

Robert Boles
Founder and President, BLOKWORX

The LimaCharlie Solution

BLOKWORX adopted the LimaCharlie SecOps Cloud Platform (SCP) to manage problems of scalability, transparency, and multi-environment management. LimaCharlie aligned with BLOKWORX's mission by offering:

- ◆ **Simple, native multi-tenancy:** The SCP has multi-tenancy built into its core infrastructure, making it easy to create and manage multiple organizations. It allows the templating of security profiles to facilitate rapid deployment of security capabilities.
 - ◆ **Data retention and management:** The SCP offers instant value by providing up to a year of free telemetry storage. BLOKWORX can preserve all data for regulatory compliance while reducing SIEM ingestion costs.
 - ◆ **Automation and customization:** With the SCP, BLOKWORX was able to build out extensive automation features including writing rules that reduce false positives and detections that identify signs of next generation anti-virus (NGAV) health failure.
 - ◆ **Scalability and expansive capabilities:** With the cloud-native SCP, BLOKWORX knew scaling their infrastructure was no issue.
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Streamlined Processes, Crucial Adaptability

The SCP's native multi-tenancy and templated security profiles make it easy for BLOKWORX to deploy services to customers, even in the midst of an incident response. The API-first nature of the SCP allows the mass integration and scaling of tools without requiring additional headcount.

BLOKWORX maximizes the SCP's ability to build new security solutions at scale. Their DevOps team regularly customizes the platform and innovate new capabilities to suit customers' needs. This flexibility has helped them refine their zero-day endpoint security and increase operational efficiency.

Automated playbooks help BLOKWORX improve mean time to respond (MTTR) and prevent incidents. They also serve to separate real detections from telemetry noise, perform repetitive tasks, and launch coordinated activities across the SCP.



The challenges we faced before discovering LimaCharlie were primarily around managing multiple tenants at scale. Many tools in this space were either feature-rich but couldn't scale, or ultra-scalable but lacked critical features our SOC needs for 24/7 prevention operations.

Robert Boles
Founder and President, BLOKWORX

THE RESULTS

Prevention at Scale

The SCP has enabled BLOKWORX to achieve remarkable results:

- ◆ Scale operations to support 5x team growth without sacrificing performance or security outcomes
 - ◆ Accelerate onboarding and incident response using templated profiles and automated playbooks
 - ◆ Reduce mean time to respond (MTTR) across clients by cutting through noise and automating first response
 - ◆ Build new security solutions that can be rapidly deployed and scaled to meet evolving customer needs
 - ◆ Eliminate alert fatigue through intelligent automation, allowing their SOC team to focus on true threats
 - ◆ Deploy seamless multi-tenant environments that can be managed efficiently while maintaining security boundaries
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Prevention-First Future

Most businesses fail before their sixth year. BLOKWORX has thrived for nearly two decades by delivering an effective prevention-first approach to security. LimaCharlie is proud to have helped BLOKWORX scale operations, enhance services, and deploy across multiple organizations. Features like native multi-tenancy, API integration, automation, bi-directionality, and limitless scaling make the SCP a natural fit for businesses supporting security service providers.

"LimaCharlie didn't just solve a problem—it gave us a platform to innovate and stay ahead," says Robert Boles. "With the right infrastructure, even the most complex security operations can scale with clarity and control."

ABOUT LIMACHARLIE

We are a SecOps Cloud Platform (SCP) that gives teams full control and visibility over their security posture—and solves problems of vendor lock-in, unpredictable pricing, and tool sprawl. To see how LimaCharlie can help reduce costs and simplify security operations, try our SCP for free or book a demo today at limacharlie.io