



# How Xpertus built a scalable managed security service that protects 850+ endpoints for SMB customers

Xpertus IT Systemhaus, a German systems house that grew from a home office to a 20-expert team, shifted from one-off security projects to a managed security model that delivers continuous protection, monitoring, and awareness training for SMB customers.



Xpertus IT Systemhaus

2025

[xpertus-it.de](https://xpertus-it.de)

**kaspersky**

[kaspersky.com](https://kaspersky.com)

## By the numbers

- **3,119** successful projects and counting
- **241+** active customers
- Typical customer environment:  
**10-100** hosts
- Cloud services include Microsoft 365, Azure, Proxmox, Nextcloud
- Hosting of critical systems in Xpertus' own data center.

# Meet Xpertus IT Systemhaus

Founded in 2014 in Ransbach-Baumbach in Germany's Westerwald region, Xpertus IT Systemhaus began as a home-office operation. Within months, the team outgrew its original setup and moved into larger premises. In 2019, Xpertus established its headquarters in Mogendorf and has since expanded to serve customers across Rhineland-Palatinate and nationwide via remote services.

Today, Xpertus is an award-winning systems house specializing in cybersecurity, infrastructure and digitalization. The company provides full-service IT from a single source for SMB customers across a wide range of industries including craft businesses, healthcare facilities, commercial enterprises, the public sector and IT firms.

## The business challenge

As targeted cyberattacks in the SMB environment increased, Xpertus saw a clear shift in what customers needed. Traditional "deploy-and-move-on" security projects were no longer enough to keep pace with persistent threats and evolving attack methods.

The turning point came when Xpertus was called in to handle a malware-induced server outage at a new customer. The incident underlined how disruptive a single infection can be for essential business processes, and reinforced the need for proactive, continuous protection rather than reactive clean-up.

"With the rise in targeted cyberattacks in the SMB environment, it became clear to us that corporate IT security must be a continuous managed service, not a one-off project. Our customers should be fully focused on their day-to-day business without having to worry about cybersecurity as well," said Bastian Hoffmann, Managing Director at Xpertus IT Systemhaus.



# Defining the right security model

To deliver security as an MSP offering, Xpertus prioritized:

- High detection rates
- Usability for efficient day-to-day service delivery
- Cost-effective scalability
- Strong GDPR compliance
- A practical security awareness program for SMB environments.

## The evaluation outcome

Xpertus has been a registered Kaspersky partner since 2014. As the company's strategic focus shifted toward MSP offerings, it evaluated other providers but found that many alternatives came with opaque MSP models, inflexible structures and relatively high initial costs. A lack of suitable awareness programs was also a gap.

Kaspersky stood out for the combination of a centrally managed MSP portal, intuitive client administration, a strong detection engine and automated security awareness training within a single licensing model. Flexible MSP billing, configurable licensing models, and on-demand support also supported Xpertus' managed services goals.

"Kaspersky's solutions are technically top-notch. They are also transparent, easy to use, and provide our customers with tangible IT protection," Hoffmann said. "Working with Kaspersky is a frictionless experience. It's motivating, solution-oriented, a true partnership on equal terms. We feel in very capable hands, particularly in the MSP sector."

**"Kaspersky goes well beyond the conventional next-gen security approach. Especially when it comes to cybersecurity awareness, MDR and EDR with real-time feedback."**

– Bastian Hoffmann, Managing Director,  
Xpertus IT Systemhaus

## Delivering security as a service

Xpertus deploys a Kaspersky portfolio designed for managed security delivery:

- Kaspersky Endpoint Security for Business
- Kaspersky Security for Microsoft 365
- Kaspersky Managed Detection and Response
- Kaspersky Endpoint Detection and Response
- Kaspersky Security Awareness

This enables Xpertus to deliver layered endpoint and email protection, managed detection and response and continuous awareness training as part of an ongoing service rather than a one-time deployment.

## Xpertus now delivers comprehensive managed protection for customers, including:

- **850** protected endpoints
- **65** protected servers
- **15** protected email gateways

## Business impact

Customers benefit from receiving security software with high detection rates alongside practical awareness training from a single vendor, delivered with expert support from Xpertus.

Companies not only gain comprehensive protection for IT systems, but also build sustained employee awareness of cyberthreats. Users can track their progress through the training program, while organizations benefit from having direct access to Xpertus security experts.

"This comprehensive service package is what our customers value," Hoffmann said. "We offer them a unique combination of industry-leading IT security, employee-focused awareness concepts, and expert advice on all their security needs."

## Recognition and what's next

In 2024, Xpertus won the Kaspersky MSP Champion Award. The company plans to continue building on its managed services approach going forward.

"We opted for Kaspersky because its solutions outstrip all others in terms of transparency, technological depth, and focus on data privacy, without compromising on performance," Hoffmann said. "We will keep on choosing to work with Kaspersky. The continuous development of technologies, strong MSP model, and direct support make it the only vendor for us."



Sören Kohls, Head of Channel DACH, Kaspersky, presents Bastian Hoffmann with the **MSP Champion Award** for outstanding partnership and excellent performance.

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