

From free trial to a total transformation:

How Computer Pros keeps clients safe around the clock

Mark Connor, President and CEO of Computer Pros, knows a thing or two about cybersecurity. Since 2005, his MSP has been keeping clients safe with a strong focus on cloud and security services. But when their old endpoint detection and response (EDR) tool started failing them—especially after hours—he knew it was time to make a change.

The need for a new EDR solution

With a small team managing over 600 endpoints, Computer Pros needed a way to catch threats even when they weren't on the clock. Their existing EDR, SentinelOne Control, didn't offer 24/7 monitoring, leaving them vulnerable during nights and weekends.

Connor knew he and his team couldn't afford to wait until morning to find out if something malicious slipped through the cracks.

Testing the waters with Managed EDR

Before committing to a new solution, Computer Pros put Huntress to the test through a free trial. The difference was immediate.

Huntress Managed EDR gave them the 24/7 protection they needed. And because it's backed by a human-led Security Operations Center (SOC), they could catch the threats automation might miss.

"By far, the people are the most valuable part of Huntress," Connor shares. "Having a knowledgeable, fast-acting, and friendly support team behind us, we can provide vastly superior services to our customers than we could do on our own."



Company

Computer Pros, Inc.

Location

Greeneville, Tennessee

Solutions Deployed

Managed EDR

About

Computer Pros provides tailored IT services, including support, cybersecurity, backups, and 24/7 monitoring, ensuring their clients can focus on their business goals.

2005 Founded

600+ Endpoints under watch

1,100+ Faculty protected

2025 Year Huntress partnership began

Learn more about at computerpros.us



A basic trial turns into superior protection

The decision to move forward with Huntress Managed EDR came quickly. Onboarding was smooth, guided by Huntress' experts every step of the way.

Within days, Computer Pros had fully transitioned from SentinelOne Control and ran Huntress across all their clients' environments. With Managed EDR, they've gained:



24/7 coverage

Huntress' follow-the-sun coverage protects Computer Pros' clients from attacks at all hours.



Guided onboarding

Huntress made the transition smooth and stress-free for Computer Pros.



Real people behind every response

Managed EDR is specially designed for and managed by the SOC, meaning Huntress' people work seamlessly with their own tech. This alignment eliminates delays in detection and response, giving Computer Pros' clients swift, expert-backed protection at all hours.



Future-ready solutions

The partnership sets Computer Pros up for growth by integrating other Huntress solutions like Managed ITDR, Managed SIEM, and Managed SAT.

Gaining a competitive edge and a brighter future

Since switching to Managed EDR, Computer Pros has stepped up their security game and gained a real edge over the competition. Now their clients are protected 24/7, giving Connor's team peace of mind—and a great selling point to bring up in sales chats.

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The greatest tools are useless without a great team supporting the users of those tools. Huntress has great tools and a great support team.

Mark Connor

President and CEO | Computer Pros, Inc.

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"We can tell customers they've got a 24/7 expert team watching their backs," said Connor. "Bad guys strike after hours—but now, someone's always watching."

For Computer Pros, Huntress isn't just another vendor. They're a true partner. They've got Connor's team covered with 24/7, people-powered cybersecurity. And with Huntress in their corner, Connor and his team can confidently grow, scale, and protect their communities.

See the power of Huntress Managed EDR firsthand. [Start your free trial today](#) and see how our team stops threats in their tracks.

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Bad guys tend to attack after-hours when no one's looking. With Huntress, there's always someone watching out for our customers.

Mark Connor

President and CEO | Computer Pros, Inc.

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About Huntress

Huntress is the enterprise-grade, people-powered cybersecurity solution for all businesses, not just the 1%. With fully owned technology developed by and for its industry-defining team of security analysts, engineers, and researchers, Huntress elevates underresourced tech teams whether they work within outsourced IT environments or in-house IT and security teams.

The 24/7 industry-leading Huntress Security Operations Center (SOC) covers cyber threats for outsourced IT and in-house teams through remediation with a false-positive rate of less than 1%. With a mission to break down barriers to enterprise-level security and always give back more than it takes, Huntress is often the first to respond to major hacks and threats while protecting its partners and shares tradecraft analysis and threat advisories with the community as they happen.

As long as hackers keep hacking, Huntress keeps hunting. Join the hunt at www.huntress.com and follow us on [X](#), [Instagram](#), [Facebook](#), and [LinkedIn](#).

To learn more, visit huntress.com

