

“

Switching to Webroot freed up a help desk technician to focus on customer success and other projects that drive value for our clients, instead of having to spend all his time managing security.

Wayne Wilson, General Director

”



## At a Glance

### Vertical

Managed Service Provider

### Year Founded

2002

### Title

General Director

### Endpoints Managed

2500+

### Website

[wanbound.com](http://wanbound.com)

## Key Findings

### Time Savings

11-14 hours per week

### Efficacy

75% fewer security tickets  
100% reduction in malware infections

### Efficiency

Since switching to Webroot, scans are 30x faster and deployment is quick and easy

## MSP Wanbound Reduces Help Desk Tickets by 75%

### Background

Wanbound is a managed service provider offering complete IT services to small business throughout the Netherlands. Founded in 2002 they have been a leader and early adopter in the field of managed services and cloud services, and they take pride in offering the best desktop, server, network, and application management solutions available.

## The Challenge

MSPs of all sizes struggle with the challenge of delivering profitable endpoint protection that is reliable and effective. All too often, endpoint security products bloat endpoints, slowing performance without being especially effective at stopping malware and zero-day attacks. That was the impetus that drove Wayne Wilson, general director at Wanbound, to consider changing their endpoint security solution. According to Wilson, “Our existing antivirus solution was just too heavy. We were using Bitdefender, and there was a noticeable difference in performance between endpoints that had the solution installed and those that didn’t.”

In addition to the downfalls of traditional endpoint protection, Wilson says Wanbound realized they were spending an inordinate amount of time managing their old solution, “We had to spend a ridiculous amount of time blacklisting and whitelisting things on a regular basis – the sort of thing that really should be automated today. It took us some time, but we eventually realized that the amount of labor and time resources that our endpoint solution was consuming was just way too high. There’s no reason to spend that much time managing what really should be an automated process. It was becoming really obvious that we could be saving a lot of time and money, and we knew we had to make a change.”

## The Solution

When considering alternatives, Wilson said it all started with Autotask, “Solutions that didn’t have Autotask Endpoint Management (AEM) integration were a nonstarter. We’ve been very happy with our RMM and knew that this ultimately wasn’t the source of our problems. AEM and its integration with Webroot helped us efficiently roll out the product to all of our endpoints. You’d be surprised how easy the transition was. It didn’t take long to ensure that all our machines were cleared of the old solution and had Webroot running and licensed. Everything happens in a single portal. It’s incredibly efficient. In fact, we do all our license counting and invoicing in the same place. It saves a ton of time.”

Before making the change to Webroot, Wilson said they took the time to gauge the relative efficacy of the different solutions, “We tested Webroot against Bitdefender and Kaspersky before we made the decision. Webroot came out with a higher detection rate than both of those brands, on top of the fact that it was significantly faster than both of them. In fact, in our in-house testing, we found that Webroot scanned about 30x faster than Bitdefender. No kidding.”

## Results

Since switching to Webroot, Wanbound has seen a dramatic reduction in the number of infections their endpoints encounter.

*“We’ve only had one infection since migrating to Webroot. One. We used to have about twenty per year with our old solution.”*

- Wayne Wilson, General Director, Wanbound

Wilson also noted other ways that Webroot has saved Wanbound money, “Rolling out Webroot to new customers is also a lot easier and less time consuming than our old solution. It takes about twenty seconds to get the client up and running, and from there it’s pretty much just set it and forget it. It’s a whole other level of convenience. It’s also a whole lot less painful for our customers. For instance, we once had to update our previous solution at a specific client site – which happened to be a school – right in the middle of an exam the students were taking on their computers. You can imagine how that played out.” He goes on to say that Wanbound’s customers have been much happier with their endpoint performance. Not only do Webroot installations and scans run faster than their old solutions, Wilson also reports a 40% reduction in CPU usage since the switch. He was also impressed with the installation size; Wanbound’s old solution had a footprint of over 200 MB, while the Webroot agent clocks in at a small, but powerful, 4 MB.”

For Wilson, it all comes down to customer service, “Webroot has made our service stickier, and our customers are happier with the service. We’ve seen a time savings of somewhere between 11 and 14 hours per week. That’s a pretty substantial amount of time. Switching to Webroot freed up a help desk technician to focus on customer success and other projects that drive value for our clients, instead of having to spend all his time managing security. It’s not just about time savings, it’s about building value too. We got what we expected from the product and more.”

## About Webroot

Webroot was the first to harness the cloud and artificial intelligence to protect businesses and individuals against cyber threats. We provide the number one security solution for managed service providers and small businesses, who rely on Webroot for endpoint protection, network protection, and security awareness training. Webroot BrightCloud® Threat Intelligence Services are used by market leading companies like Cisco, F5 Networks, Citrix, Aruba, Palo Alto Networks, A10 Networks, and more. Leveraging the power of machine learning to protect millions of businesses and individuals, Webroot secures the connected world. Headquartered in Colorado, Webroot operates globally across North America, Europe, and Asia. Discover Smarter Cybersecurity® solutions at [webroot.com](https://www.webroot.com).

### World Headquarters

385 Interlocken Crescent  
Suite 800  
Broomfield, Colorado 80021 USA  
+1 800 772 9383

### Webroot EMEA

6th floor, Block A  
1 George’s Quay Plaza  
George’s Quay, Dublin 2, Ireland  
+44 (0) 870 1417 070

### Webroot APAC

Suite 1402, Level 14, Tower A  
821 Pacific Highway  
Chatswood, NSW 2067, Australia  
+61 (0) 2 8071 1900