WEBROOT®
Smarter Cybersecurity

and

NERDS ON SITE®
TECHNOLOGY PARTNERS

> "
> With Webroot's agent and support, we're able to mitigate pretty much every ransomware threat that we encounter.
> "

John Hart, EntrepreNERD and IT Consultant at Nerds On Site

At a Glance

Vertical
Managed Service and
Technology Solution Provider

Year Founded
1995

Co-Founders
John Harbarenko
David Redekop

CEO
Charlie Regan

Endpoints Managed
6000+

Website
NerdsOnSite.com

Key Findings

Time Savings
Upwards of 15hrs a week saved
with managing endpoints

Efficiency
Upwards of 80% drop in serious
malware related tickets

Global MSP Enjoys Safer Clients & Streamlined Management with Webroot

Background

Specializing in providing cost-effective, leading-edge solutions to small- and medium-sized enterprises (SMEs), Nerds On Site was established in 1995 in London, Ontario, Canada by two self-proclaimed nerds, John Harbarenko and David Redekop. The company rapidly began expanding internationally in 2001. Today it has operations in Canada, USA, UK, Australia, South Africa, Bolivia, Brazil, and Mexico. Serving more than 100,000 clients, it has earned a global client satisfaction rating of 96.5 percent.

The Challenge

Working as technicians at a local big box computer repair business back in 1995, the two co-founders of Nerds On Site saw a need for on-site service for business and residential clients and decided to contact their manager. He dismissed their idea with a flippant, "Oh, who needs on-site service? People usually bring their computers into a shop." Undeterred by this short-sighted reaction, the young visionaries decided to quit and start their own company.

The subsequent two decades have validated that decision, with Nerds On Site growing to become a leading MSP with offices around the world. While their massive growth over the years (the company now manages more than 5,000 endpoints) has been a testament to the wisdom of their business model, it has also brought challenges in terms of scaling and managing their antivirus solutions.

It's common knowledge that many antivirus vendors force MSPs to buy large blocks of licenses at once. As business expands and contracts over time, the MSP can be left paying for surplus licenses that it isn't using and doesn't need. According to John Hart, EntrepreNERD and IT Consultant at Nerds On Site, "We've had licensing problems with a previous security vendor that we were using. Licensing costs were high, and it wasn't nearly as flexible as the model that Webroot has."

With so many endpoints under its care, Nerds On Site not only wanted to achieve maximum cost-effectiveness in terms of antivirus licensing expenses, it also needed a more efficient way to remotely manage protection for the huge number of client devices spread across its many client sites. These factors played a key role in leading Nerds On Site to investigate Webroot SecureAnywhere® Business Endpoint Protection.

The Solution

Discussing the specific Webroot capabilities that most attracted Nerds On Site, Hart focuses on the Webroot Global Site Manager (GSM), "The big benefit for us was the centralized management with the GSM. We've just passed the one-year mark working with Webroot and actually gotten to a point where we reached the physical limits of our original GSM, so now we're spanned across two GSMs for our organization. That transition was pretty seamless, being able to migrate a few endpoints over, smooth things out, and continue to add more client sites and endpoints."

In addition to Webroot's easy-to-use management and administration features, Hart was also favorably impressed with the MSP-centric support that Webroot offers: "The simple fact is that Webroot's an amazing company to work with. They're very focused on their partners. Webroot's always willing to work with them... and their technical support, should we ever need it, is top notch."

The personalized support relationships that Webroot maintains with its MSP customers earned Hart's praise, "The Webroot channel manager that's been assigned to us has been nothing but exemplary in terms of being transparent and forthcoming. Access to information is readily available. I can call him up on his cell and he's right there, ready to answer questions for us, even when he's sitting in an airport waiting for a plane to head to Los Angeles for the RSA Conference. When we've needed technical support, I'd say about 98 percent of the time the calls were answered in less than two minutes, and issues resolved usually within an hour."

Webroot's true-up licensing structure enables MSPs like Nerds On Site to only pay for licenses that they're actually using, significantly reducing their operating overhead. And according to Hart, there's also a less intuitive benefit of Webroot's licensing policies that arises from its monthly billing structure.

As Hart explains, "We used to sell clients a yearly subscription to an antivirus vendor and that was it. Maybe we'd never hear from those clients again. But now with Webroot, the opportunity for our techs and corporate to increase our bottom line has gone up because Webroot gives us a foot in the door. We invoice clients every month for managing it, and there's always someone remembering our company name and Webroot's company name just by having that interaction."

Results

Providing rock-solid protection for clients is of course every MSP's ultimate litmus test for an endpoint security solution. Webroot's superior ability to defend against CryptoLocker and other ransomware is often listed by MSPs as a key factor in their decision to deploy Webroot. Hart's experience underscores this.

As he explains, "One of my clients had a ransomware incident. It really showed the huge benefits of the support and the rollback features of Webroot. It was a veterinary clinic and a partial infection had been able to get through, but thanks to Webroot's alerting feature—combined with the fact that even Webroot technical support contacted me to tell me that something was going on—we were able to fully remediate and mitigate all the damage to the client with no loss of data."

In addition to praising the effectiveness of the support Nerds On Site received from Webroot, Hart also cites the exceptional responsiveness of Webroot support staff: "I think my phone call to Webroot was answered within three minutes," Hart continues, "and I was on the phone with them for a couple of hours while they remoted into the machine. They're very dedicated. Even during a snowstorm, when the technical support agent wasn't able to get into the Webroot office, he worked from home and helped me out."

The net benefits that Nerds On Site has gained after deploying Webroot have been substantial, enabling the organization to significantly cut costs and boost operational efficiency while increasing client protection. As Hart explains:

"Webroot has allowed Nerds on Site as an organization to move from using three or four different antivirus tools to fight ransomware down to just one. With Webroot's agent and support, we're able to mitigate pretty much every ransomware threat that we encounter."

Hart goes on to commend the freedom that Webroot gives Nerds On Site to accommodate a wide variety of clients, "While we focus on SMEs, we also offer managed services for SOHO and residences as needed. The licensing model that Webroot provides us has been very flexible, so we can range anywhere from just a one- or two-endpoint installation at a residential location all the way up to hundreds of endpoints."

This flexible licensing model, combined with the GSM's convenient management and administration capabilities, enables organizations to easily manage even enormous client bases. So it comes as no surprise when Hart summarizes the benefits of Webroot's GSM by simply stating:

"Some of our clients can range upwards of 1,200 plus seats, and it's all easily managed in groupings of endpoints. So for us managing 1,200 is no different from managing 10. That's how simple the Webroot Global Site Manager has made it for us."

In addition, Webroot's ability to work seamlessly alongside other antivirus solutions has helped Nerds On Site with new customers, according to Hart, "When we do proposals, we set clients up with a trial on the GSM. It lets them vet the Webroot product while their familiar antivirus is still in place. Our success rate with Webroot retention after providing a client trial has been great. I'd say 96 to 98 percent of client trials end up converting into a sale of the Webroot solution."

About Webroot

Webroot delivers network and endpoint security and threat intelligence services to protect businesses and individuals around the globe. Our smarter approach harnesses the power of cloud-based collective threat intelligence derived from millions of real-world devices to stop threats in real time and help secure the connected world. Our award-winning SecureAnywhere® endpoint solutions, BrightCloud® Threat Intelligence Services, and FlowScape® network behavioral analytics protect millions of devices across businesses, home users, and the Internet of Things. Trusted and integrated by market-leading companies, including Cisco, F5 Networks, Citrix, Aruba, Palo Alto Networks, A10 Networks, and more, Webroot is headquartered in Colorado and operates globally across North America, Europe, and Asia. Discover Smarter Cybersecurity® solutions at webroot.com.

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