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Choosing Webroot was an easy decision, and it enabled us to provide better support and faster installation times to customers.

Darren Strong, Technical Manager

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At a Glance

Vertical

Managed Service Provider

Year Founded

1999

Title

Technical Manager

Endpoints Managed

3,500

Website

concise.co.uk

Key Findings

Time Savings

Management ticket volume down 55 percent

Efficacy

Updating product resource costs slashed 99 percent

Efficiency

Infections dropped by more than 90 percent

Concise Technologies Streamlines Solutions with Webroot

Background

Concise Technologies provides innovative and cost-effective IT and telecoms network support services to companies across the UK. Their passion for constant improvement in IT and telecoms solutions is coupled with their aim to earn the trust of their clients and build long-term relationships. Trust and resilience is important to Concise Technologies, so they choose to partner only with select technologies that are stable, secure, and provide excellent value.

The Challenge

Continuously evolving and growing security threats mean that a high-quality antivirus solution is a necessity for any managed service provider. As a provider that values effective, efficient, and innovative technology, the team at Concise Technologies was becoming increasingly frustrated with the day-to-day management of several third-party antivirus products: the frequent and resource-intensive updates and the lack of centralized management. They wanted to move to a simplified solution that could integrate with Connectwise Automate and would allow them to more effectively protect their clients without adding a significant cost. After evaluating three other well-known solutions, they selected Webroot SecureAnywhere® Business Endpoint Protection.

The Solution

Darren Strong, the Technical Manager at Concise Technologies, ran an initial trial of Webroot SecureAnywhere™ security along with several other solutions.

“Throughout the trial period, the Webroot® support team was very responsive and our account manager was knowledgeable and proactive. The deployment process is made really easy because Webroot can run alongside other antivirus, so adding new customers takes minutes – not hours.”

Darren Strong, Technical Manager at Concise Technologies

Webroot integration with Connectwise Automate and the central console

allowed the support team a single pane of glass to manage customers' security remotely. The small footprint meant that customers did not notice any lag once Webroot was installed, and the ability to run Webroot alongside existing solutions without conflict allowed for a seamless transition.

Results

After deploying Webroot SecureAnywhere Business Endpoint Protection, Concise saw a more than 90% decrease in infections across all clients. Costs from updating product resources also dropped by 99%. In addition, he calculates that they are now saving 1,200 hours per year in downtime due to the eliminating antivirus updates. His team is saving 5-10 hours per week in managing security-related issues since deploying Webroot, and they are seeing a 55% drop in overall management ticket volume and a 25% decrease in security-related tickets.

The low cost of the product has allowed them to roll antivirus service into their Managed Service Agreement without substantially raising prices. These cost-savings have helped Concise Technologies stay focused on only the best technology for its client base, since price is no longer a factor for clients when selecting an antivirus solution.

“The transition to Webroot was easy and we had a great account manager to turn to when needed. We have a good core product and excellent support – everything we were promised from the start.”

Darren Strong, Technical Manager at Concise Technologies

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.

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