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Webroot is simply the best antivirus and antimalware solution for our customers.

Bart Hendrix, Sales Manager, NLcom

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At a Glance

Vertical

Managed Service Provider

Year Founded

1998

Title

Sales Manager

Endpoints Managed

1,400+

Website

www.nlcom.nl

Key Findings

Time Savings

Installation time decreased by hours, malware-related tickets down 80 percent.

Efficacy

Infections decreased 100 percent without added hardware or software and a simplified, always up-to-date cloud-based admin..

Efficiency

Scan times down from 30 minutes to 30 seconds, with Webroot's lightweight client reducing system impact and required resources.

NLcom B.V. Enhances Security for their Customers with Webroot

Background

NLcom is a managed service provider (MSP) that delivers automated solutions in Central and Southern Netherlands. They offer a range of products and services to their customers, including maintenance and management of the IT environment, hosting and online services, backup and storage, VoIP, hardware and software solutions, cloud solutions, and security. They are continually looking for the best solutions for their customers, and thoroughly evaluate all solutions before selecting those they offer.

The Challenge

As the trusted partner for many businesses, it is critical that NLcom's offerings include a proven security solution. Some of their clients have a mobile workforce that must remain protected no matter where they are, especially those who work in the healthcare sector. The security solution that they had been using was no longer meeting the needs of their customers, which put increasing pressure on NLcom to find something better suited. Avira, their existing solution, did not effectively protect their clients' endpoints against malware, was not detecting the threats that infiltrated machines, and was causing poor performance on workstations. Not only that, but there was no centralized management or support, so the burden of remediating was all on the NLcom team. Dissatisfied with their current solution, NLcom began looking for a replacement.

The Solution

After evaluating several of the top security solutions available, NLcom chose Webroot SecureAnywhere® Business Endpoint Protection. Webroot's proven next-generation endpoint solution quickly enabled NLcom to protect their customers via advanced cloud technology. This resulted in better protection, higher detection rates, and simpler remediation, thanks to the journaling and rollback features that reverse any unwanted system changes.

As an MSP, NLcom was especially happy about the centralized management console and reliable support services, both of which allowed them to quickly deploy, update, and remediate across all customer networks and endpoints.

Results

After deploying Webroot, NLcom saw a 75% decrease in security-related tickets, including endpoint infection reports. "The decrease in service desk tickets for antivirus and antimalware was amazing! No more calls from customers about bad performance and slow systems, no more costs for repairing infected systems. Customers are completely satisfied with our Webroot MSP offering!" With Webroot as their partner, NLcom can maintain their role as a trusted advisor to their customers—protecting them against even the most sophisticated threats, no matter where they are.

"With the combination of Webroot and our knowledge, we created a new service for our customers. This helped us with recurring monthly earnings, instead of having to deliver a one-time license, and our customers are happy! Webroot is simply the best antivirus and antimalware solution for our customers."

- Bart Hendrix, Sales Manager, NLcom

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.

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