

“

It's the first product we install when we take over any client because we know it won't cause any problems and it will start finding viruses right away.

Jon Abbott, Managing Director, Priority One IT

”



### At a Glance

**Business**

Managed Service Provider

**Year Founded**

2007

**Managing Director**

Jon Abbott

**Endpoints Managed**

2000

**Website**

[priorityoneit.co.uk](http://priorityoneit.co.uk)

### Key Findings

**Time Savings**

A 93.75% endpoint time management improvement

**Efficiency**

260x faster scans

## Giving Clients' Machines a "New Lease on Life" with Webroot<sup>®</sup> Business Endpoint Security

### Background

Priority One IT is a UK-based managed service provider serving clients in London and Manchester. They provide a range of essential security-related services for their small and medium-sized business customers, including everything from assisting with GDPR and other compliance programmes to security audits and penetration testing.

## The Challenge

Priority One had been using Kaspersky prior to 2013, and things were going pretty well. But Managing Director Jon Abbott noticed that, over time, its performance tapered off.

“As it got bigger and bigger it got more cumbersome, slower and slower, and finally ended up being around a 600 MB install,” Abbott said.

Given the size of the endpoint agent, install times were lengthy, taking up to 30 minutes per machine. Virus scans also began to take between 30 minutes to an hour, and would have to be scheduled for off hours since they so negatively affected device performance.

Plus, technicians at Priority One felt Kaspersky’s management dashboard was disjointed and unnecessarily confusing. Morning checks were averaging four hours per day, every day. Finally, there were disastrous issues with updates that threatened continuity and the Priority One reputation.

“We had two Kaspersky updates that took out hundreds of machines at once, which is a complete and utter disaster as an MSP.”

Priority One had its eye on growth, and was achieving it. So they eventually decided they’d need to shop around for a faster, more lightweight solution that was easier on client endpoints.

## The Solution

Priority One first caught a glimpse of a better way when they first installed Webroot on an endpoint side by side with Kaspersky. “It was just picking up all these problems that we were previously blind to, Abbott said. “Then we started uninstalling Kaspersky as we gained confidence in Webroot. We learned how effective it was, how quick it was, and how much faster it made all the machines.”

One other, major benefit also followed. Priority One saw the four hours per day it needed to manage Kaspersky endpoints slashed to only 15 minutes per day with Webroot. They also saw that, when they took on a new client, installing Webroot would more often than not improve the device’s speed.

“It makes for a really good entrance. In your introduction to Priority One we make your machine quicker.”

Scans also no longer needed to be scheduled for out of hours, since their effect on performance wasn’t significant. “The scan speed is the real winner,” Abbott said. “The way it hashes all the files and then only scans for the files it hasn’t seen before, that whole concept is just brilliant. I don’t know if anyone’s caught up on that, but we’re not planning on moving away from Webroot to find out.”

## Results

Priority One now uses Webroot to secure 2,000 endpoints. Abbott says it’s frequently the first thing they install on new client endpoints, since it doesn’t interfere with other endpoint security software, but often adds a performance boost. It gives the devices “a new lease on life,” as Abbott puts it.

*“It’s just a great product, really. It’s not one that we have to spend a lot of time managing, it does its job and it always keeps machines running fast.”*

## 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](http://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