WEBROOT®
Smarter Cybersecurity

— and —

proActive
TECHNOLOGY GROUP

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Stuart Ebner, Partner, ProActive Technology Group

At a Glance

Vertical
Managed Service Provider

Year Founded
2003

Partner
Stuart Ebner

Number of Customers
140 Service Contracts

Endpoints Managed
4000+

Website
ptgny.com

Key Findings

Time Savings
Saved 10+ hours per week troubleshooting/reformatting/responding to helpdesk tickets

90% reduction in security tickets

Efficacy
95% reduction in actionable infections

Eliminated support requests to resolve antivirus issues

Efficiency
Scan times reduced from 30 minutes to 30 seconds

Server scans dropped from 2 hours to 3 minutes

ProActive Technology Group Builds Client Relationships and Reduces Costs with Webroot

Background

According to Stuart Ebner, partner at ProActive Technology Group, the managed services model is all about building strong, long-lasting trust relationships with clients. While it is crucial for MSPs to handle their clients' cybersecurity breaches quickly and effectively, it's even more important to try to prevent those issues from occurring in the first place. Since partnering with Webroot, Ebner has found that more infections are prevented than with PTG's previous cybersecurity solution, and any remediation times and associated costs have gone down significantly. By partnering with Webroot, PTG has successfully strengthened client relationships and enjoyed greater success overall."

The Challenge

Ebner recalls a time when his company trusted a different solution, with unfortunate results. "Our previous experiences with endpoint security solutions were full of difficulties," he says. "Some underwent multiple owners, which changed the direction of the software each time." Ebner also says their previous security solution seemed to cause more issues than it solved. It didn't stop ransomware infections, slowed down numerous customer machines, and was difficult to manage.

To Ebner, there had to be a better solution. By speaking with other MSPs and doing his own research, Ebner was reintroduced to Webroot, a company he hadn't considered in recent years. "Everywhere we turned in the MSP community, people were saying nothing but good things about Webroot," he says. "We also learned that some of the products we'd been selling use Webroot behind the scenes." For instance, the Cisco Meraki MX security appliance ProActive Technology Group was selling to customers for content filtering leverages Webroot BrightCloud® threat intelligence.

The Solution

Webroot does a better job at protecting systems without slowing them down, Ebner reports. Whether it's old hardware or customers with unsupported applications that run on obsolete operating systems, Webroot has been able to provide protection without sacrificing performance.

The MSP also points out that Webroot can run concurrently with other antivirus solutions. This has been helpful in transitioning customers from the old antivirus solution, and also in BYOD situations. "Some customers' employees bring a laptop from home and connect it to the network," he says. "While that laptop might be running another antivirus solution, we can deploy Webroot protection to run on the device at the same time, ensuring the endpoint is receiving the level of security we consider the best."

Additionally, Ebner says the Webroot Global Site Manager console provides time and efficiency gains. "From one consolidated interface, we can oversee all of our customer sites at one time," he says. "We can run automated tasks for every customer with just a few clicks." He adds that having this single pane of glass also enables technicians to identify trends and alert customers of threats before they spread.

For ProActive Technology Group, Webroot's corporate culture is also a benefit. "Webroot support has been very responsive and helpful in the few times we've actually needed it," says Ebner. "However, more important is the feeling I get working with them. They never make you feel like money is the primary piece of our relationship. They want us to be successful. They are focused on doing the right thing and putting out a better product. They are passionate about what they do as opposed to a bottom line. Our other antivirus partners didn't seem to care if the product worked, they just wanted us to sell for them."

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Although ProActive Technology Group still has some customers on the old security solution, they are migrating customers as quickly as possible. He explains, "Any virus that touches a customer's computer costs more than it does covering the cost of the transition to Webroot. As such, we're in the process of aggressively moving customers over."

Results

For ProActive Technology Group, the difference was clear. It only took the right product with the right culture for the MSP to start transitioning all their clients to a Smarter Cybersecurity® solution. With reduced overhead and minimal management costs, ProActive Technology Group isn't looking back.