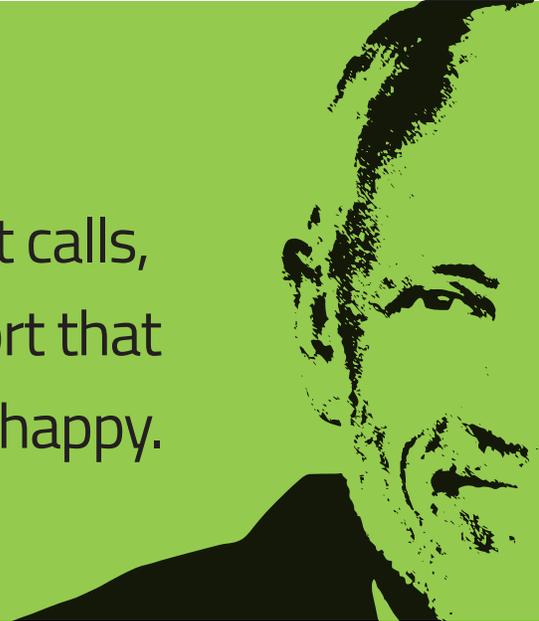


“

Over the last 15 years I have spent thousands of hours on tech support calls, and Webroot is the only tech support that has never sent me away mad or unhappy.

John Hoover, Help Desk Tech II, U.S. Physical Therapy

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## At a Glance

**Vertical**  
Healthcare

**Help Desk Tech II**  
John Hoover

**Endpoints Managed**  
2500+

**Website**  
usph.com

## Key Findings

**Time Savings**  
Up to 14 hours/week saved on managing security-related issues

**Efficiency**  
Average scan time per device dropped from 60-120 minutes to 14 minutes

**Efficacy**  
Infections dropped by over 90 percent

## Physical Therapy Provider Stays Agile with Strong Cybersecurity

### Background

U.S. Physical Therapy is the country's largest publicly-traded, pure-play operator of outpatient physical and occupational therapy clinics, with over 400 clinics in 42 states across the U.S. Its clinics provide pre- and post-operative care for a variety of orthopedic-related disorders and sports-related injuries, rehabilitation for injured workers, and preventive care.

## The Challenge

Historically, U.S. Physical Therapy (USPh) has grown its business through de novo development; approximately two-thirds of all USPh clinics were originally founded as start-ups. Strategic acquisitions, which accelerate the company's growth, are structured like the de novo partnerships, in that the founders of the acquired companies retain significant ownership.

This business model has enabled USPh to achieve remarkable growth, but it poses challenges for the organization's IT department, which must seamlessly integrate the various computing environments of acquired companies into USPh's IT infrastructure. Ensuring consistent data security and endpoint protection throughout all of its clinics is key.

Standardizing on a single cybersecurity solution for all of its clinics is obviously the most efficient way to achieve that protection, but only if that product were effective enough. According to John Hoover, Help Desk Tech II at USPh, there were problems with the company's previous endpoint protection; "We were forced to reimage more often than not because the product we were using just did not stay current on new threats."

When Hoover and his IT team first began their search for a replacement endpoint protection solution, Webroot wasn't on their short list. Hoover recalls, "We weren't that familiar with the company, but they looked like they were trying to say what they do and do what they say." Upon further investigation, USPh decided to deploy Webroot SecureAnywhere® Business Endpoint Protection and Business Mobile Protection.

## The Solution

Based on Hoover's remarks, he's certainly comfortable with that decision; "Since we started using Webroot, the number of computers that we've had to reimage—or spend hours on removing a virus—has dropped from 3-7 endpoints a week to between 1-5 per month... and even those 5 haven't needed reimaging." Hoover's experiences with Webroot tech support have been similarly satisfying.

"Working closely with them, we've found and removed between 7-10 new threats not found in the wild—before we switched to Webroot that would have been a disaster. With the help of Webroot's great support team, we haven't had any major breaches, and the minor infections have been very easy to deal with. And let's not forget the number of enhancement requests we made that were not only listened to, but actually implemented!"

Echoing the frustration that so many IT professionals have felt when dealing with vendors regarding software and hardware issues, Hoover emphasizes the extent to which Webroot has proven to be an exception to the rule:

### 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).

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Webroot's initial install package is extremely small (less than 1MB) because no signature database is stored within the client software; instead, Webroot maintains a huge signature database in the cloud.

The advantages of Webroot's more efficient, cloud-based approach are compelling:

- » Better protection due to a vastly more comprehensive database
- » Quicker installation; completes in just a few seconds
- » Faster scanning; initial scans take a few minutes, while subsequent scans typically take <2 mins

## Results

Since switching to Webroot, the help desk team spends maybe an hour a week dealing with threats. Before, they used to spend between 10-15 hours per week.

Hoover's results clearly show the benefits of adopting Webroot protection:

- » Average scan time per device dropped from 60-120 minutes to 14 minutes
- » Saved 11-14 hours per week in managing security-related issues
- » Infections dropped by over 90 percent

Given these remarkable results, it should come as no surprise that Hoover sums up his impressions of Webroot on a very positive note:

*"Great product, continually evolving and improving, very easy to work with, and very well supported. This has been hands down the best experience I've ever had with any software/service in the 18 years I've been working in this field."*

John Hoover, Help Desk Tech II, U.S. Physical Therapy