WEBROOT®
Smarter Cybersecurity

— and —

conosco ∴
beyond IT

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>
> **Noel Thompson, Remote Operations Director**

At a Glance

Vertical
Managed Service Provider

Year Founded
2002

Title
Remote Operations Director

Endpoints Managed
30-500

Website
www.conosco.com

Key Findings

Time Savings
Installation time is now instantaneous due to Webroot's integration with AEM (Autotask Endpoint Management)

Efficacy
Direct Webroot support saves time and online ticketing adds efficiency. Clients benefit from having a lightweight system that doesn't slow down their PCs

Efficiency
A 25 percent drop in AV-related support cases

Conosco Partners with Webroot to Enhance Cybersecurity and Support

Background

Founded in 2002, Conosco is a market leader in combining IT support services with strategic consultancy, providing services to European businesses with 50-600 employees. Its founders began with a vision of how IT support is more than reactive problem-solving. By building strategy into everything it does, Conosco has created a strong reputation for the commercial effectiveness of its IT support services. The key sectors Conosco operates in include property management, professional services, financial services, retail, publishing, and private healthcare.

Today, Conosco's goal is to give its clients the competitive advantage they need to succeed by providing solid IT support, service, and strategy.

The Challenge

Conosco reviews the security products it provides clients annually. In recent years, Conosco customers' needs and challenges have changed, requiring a different security solution. Conosco required a flexible solution that could be deployed and removed quickly and easily, without impacting device performance. The security provider it was using was unable to meet all of the varied demands from its customers on its own, so Conosco needed an additional solution to give customers a choice and better meet their needs.

The Solution

In selecting an endpoint security provider Conosco carefully considered scalability, ease of administration, and overall product effectiveness. Conosco wanted a security solution from a vendor that was dedicated, and a product that would not add to the existing workload of its technical and support staff.

The unique Webroot approach to endpoint security was crucial in Conosco's selection. Webroot SecureAnywhere® Business Endpoint Protection is a lightweight, cloud-based solution that doesn't rely on virus definitions. It provides real-time protection against malicious threats through its next-generation threat intelligence. Webroot SecureAnywhere solutions can quickly deploy, secure any number of endpoints, and easily manage them through a streamlined management console.

With an incredibly small footprint, Webroot SecureAnywhere Business Endpoint Protection installs on managed endpoints in just a few seconds, virtually eliminating impact on end user productivity and shortening endpoint security deployment.

Results

Webroot SecureAnywhere Business Endpoint Protection has provided Conosco the alternative security option to improve its antivirus effectiveness and efficiency. In addition to protecting Conosco clients, the partnership has streamlined the internal operations and mitigated complexities common to managing traditional security solutions. "The fact that Webroot does not rely on conventional definitions is a huge positive for us. It's never out of date, and really helps reduce complexity for our staff," said Noel Thompson, remote operations director at Conosco.

Since implementing Webroot security, Conosco has reduced time spent on admin and managing security-related issues by 80 percent. Because Webroot is cloudbased and doesn't use virus definitions means that Conosco staff no longer have to track when malware definitions are out of date. "Installation is now instantaneous due to the Webroot integration with AEM (Autotask Endpoint Management)." Webroot provides quicker scans, cutting the time needed for full scans from hours down to 30 minutes, and removes the need to reboot computers. Additionally security-related support tickets have decreased by 25 percent since Webroot SecureAnywhere's deployment.

Conosco has direct access to support through Webroot's online portal, making customer service and support easy for Conosco. "Having support directly from Webroot has been an additional time saver. The online ticketing functionality is very efficient. "Our clients benefit from having a lightweight system that doesn't slow down their PCs (and cause them to log a support case as a result). We enjoy the peace-of-mind knowing that our customers are fully protected," said Thompson. "Conosco has incredibly high standards."

"Choosing Webroot was an easy decision, and it enabled us to provide better support and faster installation times to customers," said Noel Thompson, remote operations director at Conosco. "We stringently evaluate our security technologies against a set of tests to benchmark each, and Webroot's solution surpassed the competition."