WEBROOT®
Smarter Cybersecurity

— and —

LLOYD™

> " We have all our clients in one central portal where we can apply global policies and see individual clients and create custom policies. "
>
> **Bill Goldin, Director of Technology, Lloyd Group**

At a Glance

Vertical
Managed Service

Year Founded
1995

Founder/CEO
Adam Eisman

Endpoints Managed
8000+

Website
LloydGroup.com

MSP Opens New Revenue Stream & Reduces Management Costs with Webroot®

Background

Recently, the Lloyd Group was looking to move its services to the cloud. The MSP was evaluating various cloud-based tools and learned about cybersecurity provider Webroot, recalls Bill Goldin, director of technology at the New York metropolitan-area company. What initially attracted Lloyd to Webroot was the lightweight nature of the vendor's antimalware solution. "The product we were using was 500 MB and CPU-intensive," recalls Goldin, and the solution was impacting endpoint performance.

Since early 2015, Lloyd began rolling out Webroot SecureAnywhere® Business Endpoint Protection to provide antivirus and malware protection to its clients, and the experience has lived up to expectations.

Lightweight Agent for Painless Deployment

Webroot's cloud-based antivirus and malware installer is only 798KB — making installation and ongoing management a breeze. "It takes less than one minute to deploy via Kaseya and — because it's in the cloud — there are no definition updates," explains Goldin. For Lloyd's 150 clients, machines are no longer bogged down by endpoint security and malware detection is improved. With no definition updates needed, machines are automatically protected. And remediation is managed proactively, often before clients themselves are aware that an issue has occurred.

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- Bill Goldin, Director of Technology

Today, nearly 75 percent of the Lloyd Group's 8,000 endpoints under management rely on Webroot. In Goldin's view, Webroot is a perfect complement to their lineup of backend monitoring services. "We can see what's going on with all our clients from one central portal," he says. When needed, the Lloyd Group can apply global policies to all clients or custom policies to specific clients, all through Webroot's Global Site Manager (GSM) console, streamlining administration.

From the client's perspective, Webroot provides insight into what's going on in their environments, a capability that Goldin asserts is much-appreciated. "When there is a virus in their network, clients want to know who got it first and when, and who else has it," Goldin explains. Webroot offers visibility into every protected endpoint, logging every action that files and executables make.

Conclusion

The Lloyd Group offers Webroot as an add-on service, which creates a new revenue stream from clients. By increasing efficacy and reducing management demands, Webroot has significantly decreased the number of help desk tickets that the Lloyd Group sees. For clients, quick virus identification and resolution has increased uptime, reduced infections, and alleviated many security worries.

As for the partnership, Goldin says that Webroot understands the market from an MSP perspective — citing the GSM console in particular. "We have all our clients in one central portal where we can apply global policies and see individual clients and create custom policies," he says.

It's just the kind of flexibility the Lloyd Group needs to continue to deliver high-quality IT services to its clients.

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