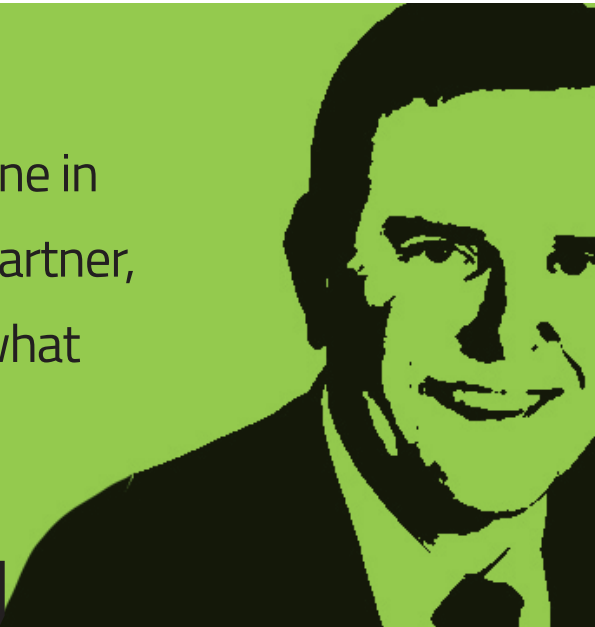


“

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David Doran, CEO, Texas Systems Group

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At a Glance

Vertical

Managed Service Provider

Year Founded

2002

CEO

David Doran

Endpoints Managed

2,000+

Website

www.txsg.com

Key Findings

Time Savings

Leveraging automation means lower costs and greater profits

Efficacy

Partnering with an internet security specialist allows the TXSG do more with fewer resources

Efficiency

TXSG provides a multilayered security system, blocking threats even before they're known to clients

Texas Systems Group Scales Profits with Webroot

Background

IT security has become a high-stakes game that stretches the resources and skills of many organizations. Firms struggle to keep up with an ever-changing threat landscape as the pool of available security professionals continues to shrink. The business customer is particularly vulnerable, competing for talent against larger firms with greater resources and a broader ability to recruit and retain the best people. Faced with these dual challenges, many companies have turned to managed services as a way to acquire not only security functionality, but to mitigate the need for a large IT security staff. This trend extends well beyond the bounds of the security infrastructure into many aspects of what those in IT call the “back office.”

Texas Systems Group has become a leader in this space, providing IT managed services and serving as the outsourced IT staff for hundreds of customers.

“The trend in corporate America today is to outsource IT. We see this happening more and more. We replace one to three person IT shops and take over management of their entire IT Infrastructure.” David Doran, CEO of Texas Systems Group

The Challenge

According to TXSG, customers tend to look at IT investments in two categories. The first category, Production IT, includes all the systems needed to support the delivery of services or products to their clients, and can be directly attributed as the cost of delivering those goods or services. These include 24x7 e-commerce websites, as well as specialized manufacturing applications or point-of-sale systems for retail firms. The second category, Corporate IT, covers the IT resources that support the overall back office infrastructure and operations. Applications such as email, accounting, sales and marketing, remote access, backup and disaster recovery, security, and others fall into this category. These resources are the ones that provide productivity to employees and protect the data underlying the first category of applications. “It’s the Corporate IT infrastructure where we play, letting our customers focus on their core business and leave it to us to take care of the back office systems,” says Doran.

Among those back-end areas of focus, TXSG sees security as growing in importance to customers as they build their business. “We’ve developed a multilayered security architecture for our customers in order to protect them against all threats, even the ones they may not have considered,” says Doran. Customers are very concerned about their security exposure. Not only are they worried about external threats, they worry about the stability and skills of their own staff. Customers face many hidden threats, beyond the obvious ones hackers or viruses pose. “Customers often miss the risk from the within their own network,” says Doran. “The risk from a disgruntled employee or inappropriate information sharing inside the company is real. Externalizing security services gives our customers the peace of mind that they have a competent external delivery team to keep watch over their data.”

The Solution

When evaluating technology partners for their clients’ security architecture, TXSG chose Webroot. “The Webroot technology is second to none in this space, and they have been a great partner, providing support and training beyond what we typically see from other vendors,” says Doran. Much of the return on partnership for an MSP is what a specific technology can bring

to its business. “In the MSP world, doing more with fewer resources is how we can scale our profit,” according to Doran. “Anywhere we can leverage automation to spend less time delivering a given service, that means lower cost and greater profit. Technologies like Webroot, which employ a high level of automation and even self-healing features that mean our techs don’t even lift a finger, allow us to control that cost curve and use fewer resources per customer as we grow.”

TXSG delivers comprehensive managed services for the back office through its Brightstar Execution Blueprint. The blueprint is anchored with a layered security architecture inclusive of addressing technology, policy and physical site security. Security is increasingly becoming an area in which clients are demanding more expertise.

“We are in the process of building a CyberSecure team for security issues so we can stay ahead of the curve in terms of both threats and best practices. We are confident, moving forward, that as we build out that team, Webroot will be a key partner we turn to for both technology and thought leadership in how we approach security challenges.”

David Doran, CEO of Texas Systems Group

The Results

TXSG views its Smarter Cybersecurity® solution from Webroot as foundational infrastructure to help it grow a profitable MSP business. The technology fills a critical need in the area of security functionality and provides the necessary automation to reduce the need for human intervention, thereby driving greater profitability. As MSPs grow their business and seek new ways to service clients, Webroot will continue to provide both the technology and the resources to help them boost profit and remain competitive.

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.

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