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If you want security that's lightweight, easy to manage, and gets the job done, there's no better choice than Webroot.

Jason Bleadorn, IT Manager, Thompson Truck & Trailer, Inc.

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At a Glance

Vertical

Transportation & Storage

Year Founded

1998

IT Manager

Jason Bleadorn

Endpoints Managed

171

Website

thompsontruck.com

Key Findings

Time Savings

150-200 hours per year

Efficacy

100% decrease in infections

Efficiency

0 infection-related employee downtime

Webroot Speeds Protection, Lightens IT Load for Transportation & Storage

Background

Thompson Truck & Trailer, Inc. is a heavy-truck automotive dealership that provides sales, parts, and service to all over-the-road vehicles. The company has earned an outstanding reputation for quality work and dependable service to the trucking industry, and has received the Circle of Excellence Award from International Trucks, the highest honor a dealer principal can achieve from International headquarters. Thompson employs a strong diverse, high-performance workforce of more than 300 people including 100 skilled technicians.

The Challenge

In 1998, Dennis Thompson purchased Hawkeye International Trucks, an Iowa-based truck dealership affiliated with International Trucks. In the 16 years since that acquisition, the growth of Hawkeye Trucks (renamed Thompson Truck & Trailer in 2013) has been steady and vast across eastern Iowa and the western edges of Illinois and Wisconsin. When Thompson first acquired the company it had three locations in Cedar Rapids, Davenport and Waterloo; now there are seven facilities throughout Iowa and Illinois.

The company's impressive expansion (there are additional sites for its trailer and tire centers) is a testament to Thompson's ability to provide quality service that offers solutions to its customers' transportation equipment needs. However, such growth does pose challenges for the organization's IT department, which must ensure robust data security and endpoint protection across all of its locations.

According to Jason Bleadorn, IT Manager at Thompson Truck & Trailer, problems with the company's previous security solution made those challenges more difficult. "Thompson had been using Trend Micro, which I had also used at previous jobs. It was a heavy product with huge install packages, and it was a big burden on system resources."

The Solution

As the company searched for a replacement, Webroot SecureAnywhere® Business Endpoint Protection made a big impression. In particular, the lightweight nature of the product impressed Thompson's IT team, and Bleadorn points out the no-software-conflict design and hierarchical Global Site Manager admin console as major positives. Their experiences after deploying Webroot certainly validate the decision to replace their old security product.

"Webroot is simple and straightforward. It's lightweight, easy to deploy, and it gets the job done. We've had zero issues with it."

Jason Bleadorn, IT Manager, Thompson Truck & Trailer, Inc.

Webroot's initial install package is extremely small (less than 1 MB) because

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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no signature database is stored within the client software (that database is typically the largest part of a conventional client); instead, Webroot maintains a huge threat intelligence 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 (completed in just a matter of seconds)
- » Faster scanning (for example, the first scan takes only minutes compared with the hours other solutions require, and Webroot's subsequent full system scans typically take two minutes or less)

In the unlikely event that an infection does occur on a Webroot-protected machine, the process to remove the infection is much easier and far faster than on conventionally-protected systems. Using rollback remediation capability, SecureAnywhere Business Endpoint Protection can undo every action that a malicious piece of software executed on local drives and return the machine to its uninfected state. "Since deploying Webroot protection, the number of machines we've had to reimage has gone down by a good 75%. Employees have almost no infection-related downtime, which is a big plus."

Results

Bleadorn says he's used Webroot for years at various companies and calls it, "hands down, the best security product available." Since deploying SecureAnywhere® Business Endpoint Protection, their average scan time per device dropped from 2 hours to 2 minutes, and Bleadorn reports their infection rate has dropped by nearly 100%.

For organizations like Thompson Truck & Trailer that are undergoing steady growth, the deficiencies of ineffective antivirus solutions become increasingly magnified—and costly. Given the dramatically reduced downtime and greater IT efficiency that Thompson has achieved with Webroot, Bleadorn's enthusiastic endorsement comes as no surprise:

"I've used Webroot for years and it is, hands down, the best security product available."

Jason Bleadorn, IT Manager, Thompson Truck & Trailer, Inc.

About Webroot

Webroot delivers network and endpoint security and threat intelligence services to protect businesses and individuals around the globe. Our smarter approach harnesses the power of cloud-based collective threat intelligence derived from millions of real-world devices to stop threats in real time and help secure the connected world. Our award-winning SecureAnywhere® endpoint solutions, BrightCloud® Threat Intelligence Services, and FlowScape® network behavioral analytics protect millions of devices across businesses, home users, and the Internet of Things. Trusted and integrated by market-leading companies, including Cisco, F5 Networks, Citrix, Aruba, Palo Alto Networks, A10 Networks, and more, Webroot is headquartered in Colorado and operates globally across North America, Europe, and Asia. Discover Smarter Cybersecurity® solutions at webroot.com.

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