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The first thing we noticed was that Webroot was faster and easier to use than our old solutions. It was very easy for us to deploy, install, and manage.

Diego Pasqua, IT Director, OrisLine Group

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At a Glance

Vertical

Managed Service Provider

Year Founded

2015

IT Director

Diego Pasqua

Endpoints Managed

4,760

Website

orisline.com

Key Findings

Time Savings

80% reduction in security tickets

Avg. scan time reduced from 45 to two minutes

Dental Specialist MSP Slashes Infections with Webroot

Background

OrisLine is a Milan-based managed service provider specializing in clients in the dental field. The company operates in more than 70 countries, and the large roster of endpoints it's entrusted with means that it needs an efficient, easy-to-use cybersecurity solution. Additionally, given the sensitive nature of the information it houses—data from clinics, private practices, surgery centers, and hospitals—ransomware has always been a top concern for OrisLine.

The Challenge

Prior to adopting Webroot in 2015, OrisLine had offered their clients multiple security solutions. Each left a little something to be desired. Some were complicated to install, others offered few options for integration, and none seemed to be just right.

“Working in the dental field means we have a lot of issues surrounding privacy, personal patient data, clinical patient data, and so on,” said Diego Pasqua, IT Director at OrisLine. “We have customers in hospitals and clinics, and if systems are down for security reasons, it can be a big problem for our customers.”

Ransomware had reared its ugly head for OrisLine in the past, and having system downtime for hospital staff, or sensitive personally identifiable information (PII) compromised, was out of the question.

But OrisLine also manages thousands of customers, and even more endpoints, across 70 countries. To keep costs in check and preserve margins, the solution also needed to offer single-pane-of-glass management and ample opportunity to integrate with existing solutions.

“In the past I used a lot of different solutions for security,” Pasqua remembered. “But, in the end, I tried to find a solution that could be deployed easily, didn’t take much time to install, and could be managed from one place so that IT management, security, and the rest could be managed from just one monitor.”

The Solution

Eventually, Pasqua was steered toward Webroot by Achab, Italy’s sole Webroot distributor who’d begun selling it in the country the year prior. Before spending too much time with Webroot® Business Endpoint Protection, he was ready to make the switch.

“I installed it on my computer and after one hour I went to our CEO and said we needed to change our security solution. He looked at me and said, ‘Okay, if it’s the right product for you, go ahead and make the switch.’”

—Diego Pasqua, IT Director, OrisLine Group

Of particular importance to Pasqua and his team was the Webroot® Unity API. As the key to fitting cybersecurity management into OrisLine’s operations, Pasqua uses it for “everything.”

“Using the Webroot API, I can do anything,” he said. “Deploy new customers, check the status of the agent, execute procedures, or change a policy. It’s a really nice feature.”

Being able to automate the near-daily task of bringing on new customers was crucial to streamlining IT operations at OrisLine. Designating new sites, assigning seat numbers, and setting policies had been time-consuming work with other solutions. Then, frequent updates (or failures to update) took over as the main pain point.

“In the past, problems arose from old signatures, and that’s not a problem with Webroot. We’ve reduced our infections because Webroot is always updated.”

Results

The summary, Pasqua said, is that OrisLine has freed up resources for other endeavors with Webroot, without sacrificing the efficacy essential to its customers’ success. The MSP has seen an 80% reduction in security tickets, a 98% reduction in ransomware, and a 95% reduction of actionable infections.

Scans are fast, too, plunging from an average of more than 45 minutes to currently less than two.

“We moved a technician to other projects,” Pasqua said of his newfound time savings. “It reduces our costs associated with security solutions, and we can focus more resources on other projects providing more solutions for our customers.”

“When the system works more or less automatically, you can focus on building the business.” —Diego Pasqua, IT Director, OrisLine Group

So what’s next for OrisLine, now that they’ve freed up so much time for other projects?

“The next step is to test Webroot® DNS Protection,” said Pasqua. “It’s a good service for avoiding problems before they get to endpoints. I think it can be easily deployed to the customer, but we’re thinking about how to implement it.”

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](https://www.webroot.com).

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