



### At a Glance

**Vertical**  
MSP

**Year Founded**  
2002

**Title**  
Netstar IT Support

**Founder & Managing Director**  
Mit Patel

**Endpoints Managed**  
3,500 – 4,000

**Website**  
netstar.co.uk

### Key Findings

**Time Savings**  
45% reduction in service tickets relating to viruses and machines slowing down

**Efficacy**  
29% reduction in virus-related downtime

*We've been very happy with Webroot over the last 5 years. It does exactly what it's supposed to do: it catches viruses without a big footprint on systems.*

– Mit Patel, Founder & Managing Director, Netstar IT Support

## London-based MSP Streamlines Cybersecurity Operations to Renew Focus as a Trusted Client Adviser

### Background

In 2002, Mit Patel established Netstar not only as an IT support partner, but also as a trusted adviser for his clients' entire IT infrastructure. Netstar have over 150 managed clients across three verticals — Financial Services, Property, and Professional Services. Netstar has been advising clients on a wide range of IT topics, products, and policies for nearly 20 years.

During that time, technology and client needs have shifted, particularly in terms of cybersecurity. Determined to help clients realize how critical the security of their business is, Netstar guides them towards IT and security solutions that elevate their businesses and help enhance their success.

### The Challenge

In 2015, Netstar's client base began experiencing a variety of issues with malware infections that Netstar's previous antivirus solution wasn't catching. Not only did these infections slow down systems and impact clients' ability to work, but they also affected the productivity of Netstar's own team, since technicians suddenly had to devote so much more time to manual infection remediation and system reimaging.

Because Netstar's time was being taken up by infection handling, their clients' trust and satisfaction were diminishing. Patel says he realized his business no longer had the resources to focus on its original goal of providing strategic business IT consulting. That's when he decided it was time to research a new antivirus provider.

With their cloud-first mentality, Netstar began looking for a product they could deploy remotely through their existing ConnectWise RMM. "Ultimately, we wanted an antivirus product on a SaaS platform that could easily scale and solve customer problems easily, while keeping clients free from infections," Patel explains. "That's when we discovered Webroot."

## The Solution

After evaluating Webroot® Business Endpoint Protection, Netstar deployed the solution to their clients right away. The no-conflict design ensured that they could roll out the new solution even while the old antivirus product was still in place, so clients wouldn't experience any gaps in their protection.

*"The impact was immediately noticeable. Webroot detected viruses sooner. Deployment was easy and could be done with our previous antivirus still running."*

– Mit Patel, Founder & Managing Director, Netstar IT Support

Patel notes that the centralized management capabilities within the Webroot console were ideal for their situation. "It was easy to keep systems up to date and deploy updates remotely," he says, "and we could keep an eye on client's environments with the press of a button." Additionally, thanks to automated billing via the Webroot® Unity API and customizable reports with the Webroot® Universal Reporter, Netstar's teams and clients alike are benefiting from increased efficiency.

"Our clients are happier," Patel reports. "They experience significantly fewer viruses and less downtime. Best of all, they are now able to focus on growing and developing their businesses. Plus, our engineers are happier because they don't have to worry about cleaning up viruses."

After deploying Webroot Business Endpoint Protection five years ago, Patel is pleased to say he and his team have been very happy with it ever since. "It does exactly what it's supposed to do: it catches viruses without a big footprint on systems."

## Conclusion

By partnering with Webroot, Netstar reduced the amount of admin and remediation time required to handle cybersecurity for their clients. Instead, they could shift their priorities and devote more time and resources to strategic technology consulting and digital transformation services, working with clients toward overall business growth and success. Despite the impact of the COVID-19 pandemic and move to remote work, Netstar has been able to continue advising clients as normal, and ensure they feel safe, knowing their systems and networks are secure.

Patel has also hosted numerous webinars, written blogs on cyber-safety, and facilitated cybersecurity awareness training for clients and employees. "Major change and confusion make it easier for hackers and attackers to do what they do best. Remote workers are even more likely to click a fake email or download something they shouldn't, so it's important to teach them strong security practices."

Patel says he's glad that, with Webroot protecting his clients effectively and efficiently, he can continue to interact with clients in the advisory role they both need and expect, even during the COVID-19 pandemic.

*"With happier customers and more time on our hands, we were able to renew our focus on areas where we can make the most impact with our customers. We don't just provide infrastructure support; we solve major IT problems for businesses. We call it 'digital transformation'. That's our strength and it's what our customers rely on us to provide."*

– Mit Patel, Founder & Managing Director, Netstar IT Support

### Contact us to learn more – Webroot US

Email: [wr-enterprise@opentext.com](mailto:wr-enterprise@opentext.com)

Phone: +1 800 772 9383

### About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at [carbonite.com](https://carbonite.com) and [webroot.com](https://webroot.com).