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Chris Baxter, IT Director at Pilot

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### At a Glance

**Vertical**

Transportation and Logistics

**Year Founded**

1970

**Director, IT**

Chris Baxter

**Endpoints Managed**

1,100

**Website**

[pilotdelivers.com](http://pilotdelivers.com)

### Key Findings

**Time Savings**

5-10 hours per week

**Efficacy**

100% decrease in infections

## Pilot Freight Services Takes Down Malware with Webroot

### Background

Pilot Freight Services is a full-service global transportation and logistics company with more than 75 North American locations, operations and administration offices in Western Europe, and a worldwide network of overseas partners. For customers, that translates into global coverage 24/7. They move freight anywhere in the world, and deliver the expertise and customized shipping and logistics services that help businesses run more effectively and efficiently than ever thought possible.

Established in 1970, Pilot Freight Services is the largest privately held U.S. freight forwarder operating today. Pilot's remarkable history of stability, growth, and quality, coupled with a presence in more than 190 countries worldwide, has fostered long-term partnerships with many multi-national companies. Pilot continues developing such alliances by remaining flexible and responsive to customers' ever-changing needs and by providing an unprecedented standard of service and quality.

## The Challenge

The world of logistics and fulfillment never sleeps, so as a freight forwarder in the transportation and logistics industry, Pilot can't survive without nearly continuous network uptime. That's why, in March, 2016, it was a disaster when Pilot's network was infected with a variant of the QAKBOT virus. According to Chris Baxter, IT director at Pilot, "Our network servers were radically infected and many workstations throughout the network became infected as well.

*"Our existing antivirus solution was of no use. Even the server for distributing virus definition updates was damaged beyond repair."*

## The Solution

When the network is down and communications are impacted, Pilot is at real risk of losing business. Baxter knew something had to change and immediately started testing alternative antivirus and antimalware products. "At that point we began evaluating other vendors' software. We tried four different solutions, all to no avail." Without real-time protection against a live infection that can propagate across networks and endpoints in seconds, cleaning up servers and endpoints can be futile, as dormant code can re-spread across the network almost instantly.

Baxter knew they needed to try a different solution. "Then we were made aware of Webroot. We contacted the sales team, who immediately created a license key with a 30 day evaluation for 1,000 users."

## 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](http://webroot.com).

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*"They created a support ticket for us and helped us clean up the actively spreading QAKBOT infections. We found this to be amazing as we were not a paying customer."*

"Working with my internal security team, Webroot support staff was able to use RDP to log into four of our most heavily infected servers and clean them up very thoroughly. They were able to show some of our internal support staff some tips and tricks to detect and clean up the virus.

*"They helped us get our network back and eradicate the virus completely from our network. Without their help, we may still be struggling with it."*

## Results

Since deploying Webroot, Pilot has seen a massive decrease in the number of endpoint and server infections they face. On top of that, they're seeing a weekly time-savings of five to ten hours that would've been spent cleaning up infections and dealing with the fallout of malware.

According to Baxter, "We chose Webroot because the product worked in cleaning up our mess with QAKBOT and their support team was excellent. They treated us like we had been a customer for 10+ years even though we were just running a trial. They were very professional and very thorough. We really needed and appreciated that high level of support."

"Also, the centralized management console has been a big benefit to our internal support staff. It really lets us monitor all systems with Webroot installed and the customized alerts inform us immediately when a system becomes infected. From the get-go, the Webroot team treated us like a life-long customer. I can assure you that Pilot Freight Services will continue to run Webroot for a long time to come."

*"The support was phenomenal."*