WEBROOT®
Smarter Cybersecurity

— and —

CONCERN
worldwide **U.S.**

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Barry Roche, IT operations manager

At a Glance

Vertical
Non-profit

Year Founded
1968

Title
IT Operations Manager

Endpoints Managed
1000+

Website
www.concern.net

Key Findings

Time Savings
Saved 300 support hours in a single year. Cut scan time from 30 minutes to 2 minutes.

Efficacy
Cut infections by 50 percent

Efficiency
Helped Concern discover and address more than 100 threats in five months

Conosco Partners with Webroot to Enhance Cybersecurity and Support

Background

Concern Worldwide is an international humanitarian organisation dedicated to tackling poverty and suffering in the world's poorest countries. Founded in response to the famine in the Nigerian province of Biafra, Concern works in partnership with the very poorest people in these countries, directly enabling them to improve their lives, as well as using knowledge and experience to influence decisions made at a local, national, and international level that can significantly reduce extreme poverty.

The Challenge

Faced with an increasing number of ransomware infections, Barry Roche, IT operations manager at Concern, realized that their current endpoint solution – Microsoft Endpoint Protection –could not keep up with the volume and variety of new malware variants that continuously hit the internet.

"Ransomware infections were becoming a serious risk to the business, and it was obvious that our existing solutions were ineffective," said Roche. Given the danger and his dissatisfaction with his current solution, Roche began searching for an alternative solution that could handle zero-day ransomware infections and polymorphic malware. After testing alternatives, an industry connection recommended that Concern try Webroot SecureAnywhere® Business Endpoint Protection.

The Solution

Roche was immediately impressed with the technology, finding the real-time malware detection and anti-phishing to be a step forward for his organisation's security posture. According to Roche, "I think we've gone from being behind the curve to ahead of the curve in a very short period of time. We've addressed approximately 100 different threats in the last five months. I couldn't quantify how many of these we might have missed previously. At present we have Webroot deployed on 1000+ devices and we plan to grow that."

Roche also cites the price of Webroot solutions and the strength of Webroot support services as reasons he made the switch. "It's been a great experience from start to finish, the product has been excellent, the deployment has been extremely smooth and the technical support has been great. I'm a very happy customer," said Roche.

Results

Since deploying Webroot, Concern has seen a 50% drop in infections. Roche reports, "We've picked up numerous infections worldwide which would previously would have gone unnoticed and would have also required considerable time to recover from… Our effectiveness is vastly improved."

"Webroot's comprehensive overview of the state of our endpoints is priceless," Roche said. "We work in highly distributed environments from Haiti to Sierra Leone to Bangladesh. It's critical we're able to identify and act upon threats to our endpoints. With Webroot, we can identify problems in real time and take remedial actions immediately. It has given us great peace of mind and drastically reduced our threat exposure."

Barry Roche, IT operations manager at Concern

But that isn't the bottom line for Roche: "I sleep more soundly knowing that I have a system fit for its purpose."

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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