WEBROOT®
Smarter Cybersecurity

— and —

CCR
CENTER for COMPUTER RESOURCES

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> "

Joe Moore, CTO/Partner, Center for Computer Resources

At a Glance

Vertical
Managed Service and Technology Solution Provider

Year Founded
1981

CTO/Partner
Joe Moore

Endpoints Managed
7000+

Website
ccr1.com

Key Findings

Time Savings
Saved 10+ hours per week

90% reduction in security tickets

Efficacy
95% reduction in actionable infections

Eliminated support requests to resolve antivirus issues

Efficiency
Scan times reduced from 30 minutes to 30 seconds

Server scans dropped from 2 hours to 3 minutes

Pioneering MSP CCR Manages Challenges of Massive Growth with Webroot

Background

The chief focus of CCR has been on building and nurturing business relationships with more than 275 companies, large and small. CCR has devoted itself to providing an outstanding level of service to clients and developing customized, effective IT plans that work for each individual business. By pooling resources with partners, CCR can serve as the sole IT source for clients by offering IT consulting, managed IT services and hosting solutions, allowing clients to gain increased productivity, profitability, efficiency, and return on investment.

The Challenge

Established as a family owned retail computer store back in the early 1980s, CCR has since played a pioneering role in the genesis and evolution of the MSP business model. Once CCR decided that retail sales alone would not sustain its revenue goals, it shifted into a company that supported businesses running accounting software, and later into a specialist in Microsoft® Small Business Server installations. As that market dried up, CCR knew it was time for a change.

"We decided to get into the managed services business," recalls Joe Moore, CTO & Partner at CCR. "We were in the managed services business before there was an MSP. We didn't even know that's what it was called," he chuckles.

CCR's first foray into MSP operations was modest, "We actually started with having a young man connect to our clients' systems every day and basically check their backup, check their antivirus signatures, and the Windows logs for any oddball events," Moore explains. "We didn't really even have a name for it. That was a service that we were going to start selling. It was on a monthly basis, and wasn't hugely profitable, but we started getting more and more clients."

As CCR's MSP work expanded, it began investigating RMM tools. "We started with N-able, which is now SolarWinds N-able," comments Moore. "I don't even remember what antivirus we used back then…none of them were integrated. A couple years later we moved on to Kaseya, as we started to pick up more and more clients and we started to grow our MSP business. We used a combination of Kaseya with AVG because it was somewhat integrated into that product."

But the lack of a comprehensive console was a sticking point for Moore and his team. "I couldn't very easily check everything like I wanted to. About three years ago, as our business grew to more than 7,000 endpoints, we decided to migrate to the LabTech RMM product." It was during that transition that CCR became familiar with the benefits of Webroot SecureAnywhere® Business Endpoint Protection.

The Solution

"At the very beginning of our relationship with LabTech," Moore recollects, "we encountered a Webroot demonstration as we were deciding what product to move to. We loved the idea of Webroot's centralized console— the ability to see all of our clients in one place—and its tight integration with LabTech basically cinched the decision. The fact that it was highly rated, had a small footprint, and only imposed a light workload on the PC made it an even easier choice."

Moore continues, "We had initially chosen another vendor, based on feedback from other LabTech users. Webroot was still relatively new to the LabTech world when we were getting started, but Webroot had a well staffed booth of intelligent people who explained how everything worked, why it was different than anybody else, and how it worked better because of that. I was impressed enough to change my order, even though it was more expensive."

"It was well worth the extra cost," Moore emphasizes. "I'm happy with our investment, and it's not insignificant per month. Even though it's the most expensive one of my tools, I have zero qualms about spending the money on it because it works. It saves me the hassle of troubleshooting all the time."

After rolling out Webroot across his client base, Moore affirms his enthusiasm for Webroot: "Today we're managing 7,000 plus endpoints with LabTech, and 6,800 or so of them have Webroot on them. We still have a couple holdouts that want to do their own antivirus. We've been very pleased with Webroot and the support from the company. I've got to say they're very responsive. We don't wait a long time for any problems now, but we have very few issues. We've probably made two service requests this year (2016). We just don't have any problems."

Results

Moore's positive experiences with Webroot began with its initial deployment to client endpoints. As Moore notes:

"The beauty of this thing is that it's so small, it has so little impact on your system. I had talked about the low processor impact before, but, heck, it's the same kind of thing for disk space. It's tiny enough that it doesn't take up a lot of room. It's less than a MB. I think we're up to 853k."

He goes on to cite the benefits of Webroot's tight integration with LabTech: "As soon as we install the LabTech agent, it runs a bunch of functionality in the background. One of those tasks is an automatic installation of Webroot. I know that once I get Webroot into LabTech it's a set it and forget it type of thing. It's like, 'OK, got it.' I don't even have to do anything. You set up the client. If a machine gets changed, swapped out, it gets Webroot automatically."

Moore is equally impressed by Webroot's Global Site Manager console, stating, "I can get everything installed and set up properly for us based on the client, based on reporting back into the proper client console within the global console. That console is really the key to the whole thing. There's all kinds of things I can look at in LabTech for my antivirus, but Webroot's web based console is really the jewel of their system."

He also finds Webroot's admin controls particularly useful: "They're granular enough that I can have my help desk do most of the work, but I don't want them doing all of the work. That's left for my tools team, and those guys are given full admin permissions and will take over if anything gets really rough. I thought that was pretty unique, that Webroot had that kind of level of permissions to it."

The Webroot agent's policy functionality earns high marks from Moore. As he explains:

"I love the fact that I can tailor a policy and overrides per client, or I can do it as a global setting... and do it easily, without having to go to every endpoint and do it. When you're getting into the number of workstations and servers we're dealing with, the number of endpoints, it's fantastic to have that flexibility."

Moore concludes by praising the control Webroot gives him to handle suspicious processes: "I can manually choose whether or not a process should be blocked or allowed. I have several thousand overrides built into the system because of things that we've been able to identify as OK. I love the fact that I can apply those to all my clients, or just to clients that have product X if I need to."

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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