

WEBROOT[®]
Smarter Cybersecurity™



Webroot Speeds Protection, Lightens IT Load for Thompson Truck & Trailer

BACKGROUND

Thompson Truck & Trailer, Inc. is a heavy-truck automotive dealership that provides sales, parts, and service to all over-the-road vehicles. The company has earned an outstanding reputation for quality work and dependable service to the trucking industry; in 2012 it received the Circle of Excellence Award from International Trucks, the highest honor a dealer principal can achieve from International headquarters.

THE CHALLENGE

In 1998 Dennis Thompson purchased Hawkeye International Trucks, an Iowa-based truck dealership affiliated with International Trucks. In the 16 years since that acquisition, the growth of Hawkeye Trucks (renamed Thompson Truck & Trailer in 2013) has been steady and vast across eastern Iowa and the western edges of Illinois and Wisconsin. When Thompson first acquired the company it had three locations in Cedar Rapids, Davenport and Waterloo; now there are seven facilities throughout Iowa and Illinois.

The company's impressive expansion (there are additional sites for its trailer and tire centers) is a testament to Thompson's ability to provide quality service that offers solutions to its customers' transportation equipment needs. However, such growth does pose challenges for the organization's IT department, which must ensure robust data security and endpoint protection across all of its locations.

According to Daniel Abbott, IT Director at Thompson Truck & Trailer, problems with the company's previous AV solution (TrendMicro) made those challenges more difficult: "We had been using a heavy product that had long and large installs, and was placing sizeable loads on both our workstation and server resources. On top of that, it just wasn't catching critical web-based attacks."



AT A GLANCE

Vertical » Transportation & Storage

End Users » 200

Devices » Desktops & Laptops

IT Director » Daniel Abbott

Abbott began looking for a replacement AV solution, and through his research discovered several key features that convinced him Webroot SecureAnywhere® Business Endpoint Protection was the optimal choice for Thompson. “I liked that the install was less than 1MB,” Abbott recalls. “And that Webroot offered an easy-to-use interface, excellent sandboxing and .exe protection.”

THE SOLUTION

Abbott’s experiences after deploying Webroot certainly validate that decision to replace his company’s previous AV solution:

“Because Webroot is a lightning-fast, feather-light install with the ability to stop execution before it even happens, we have not had one uncontrolled incident. Installs now run automatically through our domain login script, where before we’d waste almost a full day on installs of 100MB in size to over 200 desktop PCs.”

Daniel Abbott, IT Director, Thompson Truck & Trailer

Webroot’s initial install package is extremely small (around 500 KB) because no signature database is stored within the client software (that database is typically the largest part of a conventional client); instead, Webroot maintains a huge (over 250 TB) signature database in the cloud.

The advantages of Webroot’s more efficient, cloud-based approach are compelling:

- Better protection (due to a vastly more comprehensive database)
- Quicker installation (completed in just a matter of seconds)
- Faster scanning (for example, the first scan takes only minutes compared with the hours other AV solutions require, and Webroot’s subsequent full system scans typically take two minutes or less)

In the unlikely event that an infection does occur on a Webroot-protected machine, the process to remove the infection is much easier and far faster than on conventionally-protected systems. Using rollback remediation capability, SecureAnywhere Business Endpoint Protection can undo every action that a malicious piece of software executed and return the machine to its state prior to the infection—in far less time than required by traditional AV solutions.

About Webroot

Webroot provides Smarter Cybersecurity™ solutions. We provide intelligent endpoint protection and threat intelligence services to secure the Internet of Everything. By leveraging our cloud-based collective threat intelligence platform, computers, tablets, smartphones, and more are protected from malware and other cyberattacks. Our award-winning SecureAnywhere™ intelligent endpoint protection and BrightCloud® threat intelligence services protect tens of millions of consumer, business, and enterprise devices. Webroot technology is trusted and integrated into market-leading companies including Cisco, F5 Networks, HP, Microsoft, Palo Alto Networks, RSA, Aruba and many more. Webroot is headquartered in Colorado and operates globally across North America, Europe, and the Asia Pacific region. Discover Smarter Cybersecurity solutions at webroot.com.

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RESULTS

Abbott goes on to delineate some of the ways in which Webroot has benefitted Thompson: “Reduced potential downtime due to threats, saved IT man hours from installs, avoiding a cumbersome server product...” The impressive metrics reported by Abbott and his IT team give persuasive evidence of the measurable gains delivered by SecureAnywhere™ Business Endpoint Protection:

- Average scan time per device dropped from 2 hours to 2 minutes
- Saved 5-10 hours per week in managing security-related issues
- Infections dropped by 50 percent

For organizations like Thompson Truck & Trailer that are undergoing steady growth, the deficiencies of ineffective antivirus solutions become increasingly magnified—and costly. Given the dramatically reduced downtime and greater IT efficiency that Thompson has achieved with Webroot endpoint protection, Abbott’s enthusiastic endorsement comes as no surprise:

“As of 2014 it’s one of the best products in the market today...Webroot has saved us many hours of time and a lot of frustration, which are the unfortunate aftereffects of buying a competitive product.”

Daniel Abbott, IT Director, Thompson Truck & Trailer