



## CASE STUDY

# InfoStream reduced monitoring hours by 90% with Webroot Endpoint Protection



## AT A GLANCE

### COMPANY

[InfoStream, Inc.](#)

### INDUSTRY

Managed Service  
Provider (MSP)

### PRODUCTS

Webroot Endpoint  
Protection

### KEY FINDINGS

95% labor reduction  
to manually remediate  
threats + secure  
monitoring saves many  
hours per week

**20**

hours per  
week saved

**90%**

less manual  
remediation

**Seamless**

integration with  
no software conflicts

## Background

Founded in 1994, InfoStream, Inc. provides a wide variety of business and consulting services. Its mission is to offer SMBs managed services with a predictable cost, so they can concentrate on their business goals.

Alan Crowetz, President and CEO of InfoStream, takes pride in providing a high-touch, concierge like service that offers peace of mind for technology solutions

## Challenge


Alan Crowetz found that as the threat landscape evolved, support engineers were spending an alarming amount of time remediating security notifications with its existing antivirus vendor. InfoStream needed a solution that would require less manual effort to monitor and fix any client security issues.

InfoStream's engineers also noticed an increase in the number of customers and prospective clients curious about different types of protection against emerging cyber threats and data disasters.

## Solution

With a growing demand for enhanced cyber resilience, it was crucial for InfoStream to find a solution that could offer additional security to its clients. There were key attributes that were important to the team.

- They needed a solution that would integrate easily into their existing alerting and tracking system and have a cloud-based centralized management console. On top of that, they needed a solution compatible with Macs.



*“Now with Webroot Endpoint Protection, our security monitoring needs have drastically been reduced to 2 to 3 hours per week – which is saving us a ton of time and resources.”*

- Alan Crowetz, President and CEO of InfoStream

- The solution had to reduce time spent on fixing and supporting security concerns and offer an automated endpoint detection and remediation functionality.
- Finally, it was important that the cybersecurity services they offered did not conflict with its client’s productivity or applications.

Crowetz noted, “when deciding on a new endpoint protection solution, it was very important that our clients were familiar with the vendor’s name and that other MSPs highly recommended the solution. It was obvious that Webroot is well known in the MSP community.”

InfoStream chose Webroot because they met and exceeded their cyber resilience needs in an easy and seamless way.

## Results

InfoStream’s highest priority is keeping clients happy, and the proof of a happy client is retention rate. InfoStream has a lot of “forever clients” and attributes this retention to the team’s stellar communication and willingness to go above and beyond with high touch engagement.

“We have staff fielding calls and engineers assigned to a rotating set of responsibilities which includes looking at security alerts – this is where Webroot begins to show its advantages,” mentions Crowetz. “We can confidently say that 90% of the threats that our staff was looking at and managing, we no longer have to manually remediate.”

InfoStream has also seen fewer security-related incidents and remediation cases since switching to Webroot. This has allowed the engineers to focus on what matters most: client communication, staying ahead of the technology curve and achieving high levels of customer satisfaction.

“Webroot Endpoint Protection just works, with low manual effort,” says Crowetz. “Before with Trend Micro, staff would spend 20 hours per week on security monitoring. Now with Webroot Endpoint Protection, our security monitoring needs have drastically been reduced to 2 to 3 hours per week – which is saving us a ton of time and resources.”

Transitioning to Webroot Endpoint Protection also led to a seamless integration with their clients and they haven’t found any programs that conflict with Webroot. This benefit has resulted in two big wins for InfoStream:

- First, clients barely notice Webroot running in the background
- Second, support engineers spend less time adding programs to an “allow” list

Crowetz concluded, “Overall our experience with Webroot has been very positive and it feels like a true partnership.”

## CARBONITE® + 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).