WEBROOT®
Smarter Cybersecurity

— and —

PLATTE RIVER
n e t w o r k s

> "Because Webroot is light, easy and small, the installation time only takes a few minutes... definitely faster per device than most antivirus solutions. Multiply that over 2,000 end points and the time savings add up very quickly.

Sam Hickler, Vice President of Operations, Platte River Networks

At a Glance

Vertical
Managed Service Provider

Year Founded
2002

Vice President, Operations
Sam Hickler

Endpoints Managed
4,500+

Website
www.platteriver.com

Key Findings

Time Savings
Incidences of infections once costing 25-30 hours of an IT technician's time have dropped to zero

Efficacy
PRN gets a partner that really understands MSPs

Efficiency
Intuitive management portal lets admins make decisions across all endpoints in a business sector

Platte River Networks Proactively Protects Clients & Reduces IT Costs with Webroot

Background

Platte River Networks (PRN) is a technology consulting firm based in Denver, Colorado, with clients located both nationally and across the Front Range. Rather than looking to address individual computing snags, PRN uses its proprietary Intuition technology to take a 24x7, proactive approach when assessing and managing its customers' environments. Intuition allows PRN to be everywhere simultaneously, with both onsite and remote monitoring capabilities.

The Challenge

In addition, PRN actively evaluates and critiques the merits of its various vendor solutions. "We look at everything from business continuity and disaster recovery to spam filtering and email archiving to antivirus...the whole landscape," explains Sam Hickler, vice president of operations.

"We ask ourselves, 'We've been using this for a little while. Is it still best-of-breed? Is it working for our customers? Is it working for us? How much time are we spending on fixing it, deploying it, or redeploying it?'" Sam Hickler, Vice President of Operations, Platte River Networks

A wave of CryptoLocker ransomware infections hastened PRN's re-evaluation of its antivirus solution. "I'd never seen anything like CryptoLocker before, and I'd seen a lot," grimaces Hickler. "I'd seen malware, seen stuff that would gum up machines... Over the years I had come across a lot of damaging stuff, but I'd never encountered anything that was as invasive and crippling as Crypto.

"A Crypto infection happens once, you think it's an anomaly... but when it happens twice, you start to wonder why the protections you have in place are not keeping up with an obvious threat. We knew we couldn't just sit tight. Our clients were paying too much money, feeling too much pain. We needed to make sure we were presenting the best solution, the best tools, to make sure that this didn't happen again. That's where our conversation with Webroot was unlike any other conversation we were having with an antivirus vendor. Webroot had a different way to approach endpoint protection. And that really rang true with me; this idea that maybe everybody else is not doing it the way we should be doing it," Hickler explained.

The Solution

Hickler cites two key factors that led PRN to replace its previous antivirus solution with Webroot SecureAnywhere® Business Endpoint Protection: "Webroot is the only antivirus product I know of that enables admins to make really logical decisions about what kind of things happen on your network. If you're doing something that's legitimate, you're able to whitelist it and it's going to behave the way it should. But, in the event that something happens that nobody's ever seen before, Webroot won't just let it go until it affects something negatively.

"The second thing that influenced us was the fact that Webroot really seemed to understand managed services," continues Hickler. "They appeared to know our community better than a lot of other antivirus vendors have."

"Webroot seemed to be the only vendor that really spoke to the MSP, that was building their solution based on our feedback. For example, the Webroot portal is great for MSPs because it's easy to navigate, easy to use, easy to provision...there's one place to go, and only one login."

Sam Hickler, Vice President of Operations, Platte River Networks

Describing the real-world benefits of Webroot's centralized management portal, Hickler offers this example: "Decisions can be made globally across all of the endpoints that you control, across all of your different customers. Say you have numerous clients in the legal segment, and lots of them use the same document management system. Webroot may think something about the way the document management system archives or ingests files into the system is a bit suspicious, it resembles the behavior of malicious software, even though the activity is OK.

"Webroot lets you whitelist that activity across all of your legal clients. Then when you bring a new legal segment client onboard, or just add a new endpoint for an existing client, the whitelisted activity of that document management system runs without a hitch for all of the endpoints across all of your clients. You only need to identify an activity and whitelist it once, and then you've ensured it will behave the way you want it to for all of your clients. It's a huge time-saver for us."

The Webroot centralized management portal also eases routine administrative tasks compared with other antivirus solutions, notes Hickler: "With the other antivirus vendors I've dealt with, they might have an MSP portal too, but for licensing, provisioning and management you've got to go to a different portal. So maybe you have to toggle between the portals, sometimes they don't sync up...it's clunky because it wasn't built from the ground up like Webroot was... it's just bolted on, and that was really frustrating to my techs."

Results

Hickler was immediately struck by the fast deployment of Webroot: "Because Webroot is light, easy and small, the installation time only takes a few minutes... definitely faster per device than most antivirus solutions. Multiply that over 2,000 end points and the time savings add up very quickly."

But it is the superior protection Webroot offers that Hickler considers the most compelling factor when weighing the total cost of ownership of an endpoint protection solution: "When I consider installing an antivirus product, my main question is, 'Do I think this client will be more protected than a client using another antivirus product, one that might let an infection get through? How much time would I save if I didn't have that infection?' To me, that's the most important question.

"With our old antivirus solution, we had a 25-desktop environment become infected," Hickler recalls. "We had to have four or five techs working from six in the evening until midnight or one o'clock in the morning to clean up that site... doing restores and the whole thing... so the equipment could be ready for work the next day. And that's just one instance in a small office... what is that, 25 or 30 hours of our technicians' time? It's a few bucks for the client, too. We just don't have those sorts of problems anymore since we switched to Webroot."

Webroot's customer support also impresses Hickler: "One of our legacy clients was using another antivirus solution and had something on their network that was just nasty. We went in there post-infection, rolled out Webroot and tried to stem the bleeding...clean things up...but we still couldn't quite get it to stop re-infecting. The Webroot team worked directly with ours to develop unique tools for us to clean that infection while we worked to migrate the client off to new equipment. That had been part of our plan anyways, it just got pushed forward a little bit faster!

"That was a huge deal for our techs, to work with a vendor like Webroot that stepped up and said, 'We haven't seen this, and yeah, we're not getting all of it, but let's start to get you some tools to help you do that.' They collaborated directly with us to help get that stuff removed," marvels Hickler. "Very cool!"

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.

World Headquarters
385 Interlocken Crescent
Suite 800
Broomfield, Colorado 80021 USA
+1 800 772 9383

Webroot EMEA
6th floor, Block A
1 George's Quay Plaza
George's Quay, Dublin 2, Ireland
+44 (0) 870 1417 070

Webroot APAC
Suite 1402, Level 14, Tower A
821 Pacific Highway
Chatswood, NSW 2067, Australia
+61 (0) 2 8071 1900