

**NETCONFIG**  
 INNOVATIVE I.T. SOLUTIONS


## At a Glance

### Vertical

Managed Services and IT Support for SMBs

### Year Founded

1999

### Title

Sr. Engineer, Martin Venter

### Endpoints Managed

3570

### Website

www.netconfig.co.za

## Key Findings

### Effectiveness

Experienced a 99% drop in client machine rebuilds

*The team is delighted with automated training. They were able to roll [Webroot's] training out to clients with minimal intervention.*

Martin Venter, Senior Engineer, Network Configurations

## Client Education Allows MSP to Work “Smarter, Not Harder”

### Background

Network Configurations—or NETCONFIG as they are locally known—has been maintaining security infrastructure for a wide array of SMBs in South Africa since 1999. In addition to IT services and support, the company also offers cloud services and software tools, networking solutions, and custom Microsoft training focused on the SMB market. Recently, company staff have realized that adding a security awareness component to their offerings would likely prevent some service calls from ever happening in the first place.

### The Problem

Each week, NETCONFIG worked on numerous restores, backups, and fixes. The break/fixe model provided a steady stream of work, but the company wanted to find ways to improve efficiency. So they expanded their staff and began administering in-house training. Clients were regularly falling for phishing attacks and Sr. Engineer Martin Venter was spending several hours a week restoring computers and clearing up infections. Since clients couldn't work while their computers were in the shop, delays impacted their revenue generation as well.

When Venter heard about Webroot® Security Awareness Training, he pulled the training into team into a conversation about the modules Webroot offered. Ultimately, the team was on board to move forward.

*“Staying current on the latest ‘trends’ for protecting our environments and constantly helping our clients stay up to date were priorities. We all know that the weakest link in any defense system, no matter how good it may be, is the end user.”*

**Martin Venter, Senior Engineer, Network Configurations**

Having already trusted device security to Webroot® Business Endpoint Protection, Venter suspected Webroot Security Awareness Training could help his clients better protect themselves while also helping NETCONFIG to run more smoothly and efficiently. The training department believed rolling out training content as quickly as possible could help keep clients from falling for detrimental phishing attacks. Creating content current with today’s security trends hadn’t been easy, and NETCONFIG hoped for a solution that would keep them a step ahead of cyber criminals.

## The Solution

Since implementing Webroot Security Awareness Training, Venter and the training department have enjoyed reduced workloads and added another revenue stream to pitch to existing clients.

True to his suspicion, Venter discovered that the more educated his clients are, the less remediation he needs to do later. “Fewer clients have been blindly clicking links,” he said. “Which has led to a decrease in tickets.”

Though training clients largely falls to the training team, rolling out a security awareness program has impacted Venter’s workload for the better as well. NETCONFIG now performs fewer overall restores due to malware-related infections, because users have a better understanding of how to empower themselves to prevent infections. In fact, since NETCONFIG began offering Webroot Security Awareness Training, the amount of restores has decreased by 99%. In addition to adding a revenue stream, this has also allowed staff time to focus on more business-critical tasks.

Overall, NETCONFIG has found that Webroot Security Awareness Training simplified the mission of its training department, offering easily automated training and an efficient way to monitor and report on client progress. With the resulting lightened workload, the training department now focuses on the delivery of coursework sourced from Webroot.

Automation, says Venter, is a prized feature of Webroot Business Endpoint, and Webroot Security Awareness Training proved no different. “The team is delighted with automated training,” he said. “They were able to roll training out to clients with minimal intervention.”

Reporting features also helped NETCONFIG training staff identify its most vulnerable clients, and to devote less of their time to clients demonstrating a strong understanding of cybersecurity best practices. By freeing training from a one-size-fits-all approach, the team was able to customize its approach for maximum effectiveness.

## Results

Webroot Security Awareness Training has inspired others at NETCONFIG to pursue their own avenues of continuing education with the realization that there’s always more to learn. Especially in cybersecurity.

After experiencing success with both Webroot Business Endpoint Security and Security Awareness Training, Venter and his team have since taken advantage of additional Webroot resources. Several members of the team have completed Webroot Product Certifications, which help them to better sell and service Webroot products.

The Luminaries program—a user group for Webroot customers—has served as a place to ask questions, share feedback, and generally get the most out of their partnership. All these resources, Venter says, have given NETCONFIG an edge and allowed it to differentiate itself as an MSP.

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### About Carbonite and 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).