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John Hart, “Entrepreneur” and Cybersecurity Consultant, Nerds on Site

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## At a Glance

### Vertical

Managed Service and  
Technology Solution Provider

### Year Founded

1995

### Co-Founders

John Harbarenko  
David Redekop

### Endpoints Managed

10,000+

### Website

NerdsOnSite.com

## Key Findings

### Time Savings

Upwards of 15hrs a week saved  
with managing endpoints

### Efficiency

Upwards of 80% drop in serious  
malware related tickets

## MSP Slices Ransomware Recovery Time, Boosts Revenue with Layered Security

### Background

Specializing in providing cost-effective, leading-edge solutions to small and medium-sized enterprises (SMEs), Nerds on Site was established in 1995 in London, Ontario, Canada by self-proclaimed nerds John Harbarenko and David Redekop. The company rapidly began expanding internationally in 2001. Today it has operations in Canada, USA, UK, Australia, South Africa, Bolivia, Brazil, and Mexico. Serving more than 100,000 clients, it has earned a global client satisfaction rating of 96.5 percent.

## The Challenge

Before selling Webroot products, Nerds on Site had lengthy, jumbled processes for dealing with malware and other security events. They lacked a console from which to manage alerts, provision assistance, and address malware infections. With previous products, technicians—or “Nerds”—lacked visibility into the status of client systems.

Recovering from ransomware, in particular, was a heavy lift. It involved removing machines from a network, performing a complete wipe and reload of the operating system from an image or, worse, right from a bootable flash drive, and then reloading all drivers and software. It made for a laborious process, requiring undue time and effort from Nerds on Site staff.

Additionally, the company was required to run multiple tools from multiple security vendors to ensure remaining systems were clean before bringing things back online. Nerds would normally need to either access the network remotely or visit the client in-person to verify this was the case, further stretching resources.

Prior to Webroot, Nerds on Site simply hoped that an endpoint was fully protected. With Webroot, hoping turned into knowing.

## The Solution

Once Nerds on Site migrated their install base onto Webroot’s console, they expedited their ransomware cleanup process significantly. Nerds were able to rely on the console as an indicator of client status and stay on top of alerts, quickly issuing endpoint commands for cleanups, shutdowns, and reboots. When supporting 10,000 endpoints, Nerds on Site especially appreciated being able to remotely and easily check if follow-up commands came back clean. They now respond to centralized alerts, using commands within the console to respond quickly and efficiently.

“Each Webroot product has its place and complements the other. This allows us, as an MSP, to have many of our top tools under one roof,” said John Hart, “Entrepreneur” and cybersecurity consultant for Nerds on Site. “That’s a win for both the client and Nerds on Site as the MSSP.”

The added visibility gave Nerds added confidence in their work, confidence that was amplified by their trust in Webroot’s support team.

*“Webroot Support was always available to help, offering to remote-in and assist with any remediation or to just to have another set of eyes to ensure we had our bases covered,”*

**John Hart**

As for ransomware, it began to be less of a thorn in the side of Nerds on Site following its adoption of Webroot’s multi-vector, layered protection.

“I’d say, in my over 20 years in the IT space, I’ve seen hundreds of severe malware infections. In terms of ransomware specifically, I’d see at least one nasty one a week,” Hart said. “But now, over 90 percent of the time, Webroot and its multi-vector protection layers takes care of it for me automatically in the background with no interaction required on the end user side of things. The remainder are those who held off too long using ‘the other guys’ and didn’t switch over.”

Following that success, Webroot offerings are now the standard, go-to solutions for endpoint security, DNS protection, and security awareness training.

## The Outcome

After adopting Webroot’s layered security solutions, Nerds on Site witnessed a drastic reduction in support tickets related to malware infections. They are now able to support more business and residential clients using the same or fewer resources, with the total number of endpoints managed eclipsing 10,000.

By cross-selling different Webroot solutions—offering their endpoint customers access to DNS protection and security training—Nerds on Site is now able to generate revenue by making their clients more secure. This simultaneously reduces the burden on their staff while increasing margins.

Finally, Nerds are now active participants in Webroot’s customer advocacy program, the Luminaries. Through this program, technicians can bring questions directly to colleagues, seek advice from experts, and provide input to a dedicated user group.

## About Webroot

Webroot, an OpenText company, harnesses the cloud and artificial intelligence to protect businesses and individuals against cyber threats. We provide endpoint protection, network protection, and security awareness training solutions purpose built for managed service providers and small businesses. Webroot BrightCloud® Threat Intelligence Services are used by market leading companies like Cisco, F5 Networks, Citrix, Aruba, A10 Networks, and more. Leveraging the power of machine learning to protect millions of businesses and individuals, Webroot secures the connected world. Webroot operates globally across North America, Europe, Australia and Asia. Discover Smarter Cybersecurity® solutions at [webroot.com](http://webroot.com).

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