

Webroot has been selected to provide email security services for one of the world's largest independent aviation support companies. The Alpha Group plc opted for Webroot E-mail Security SaaS (Software as a Service) over its competitors, to provide the business with a complete suite of email security services, based on ease of deployment, configuration and advanced technology.



### Overview

Webroot was recently selected by one of the world's largest independent aviation support companies, Alpha Group plc, to provide Email Security SaaS (Software as a Service) to its 1,200 live business domain users.

The Alpha Group plc, which provides retailing and catering services for airlines and airports, had previously been a MessageLabs customer for several years but in 2007 looked to review its messaging security provider from both a technical and commercial perspective.

Alpha Group plc approached a Webroot reseller partner for an alternative solution who recommended Webroot Email Security SaaS as the most technologically advanced and commercially viable solution for its business requirements. Following a demonstration and various week-long testing phases with Webroot and other competitors, Alpha Group plc chose Webroot Email Security SaaS to be the sole provider of its email and internet security.

Webroot's Email Security SaaS was implemented into the business four weeks subsequent to the initial demonstration providing spam, antivirus and content protection for the group's user base.

### Situation

The Alpha Group plc, having used an alternative managed service package previously and received the basics of email filtering, was looking to improve its detection levels, service flexibility and reporting capabilities.

Indeed, as one of the world's largest independent aviation support companies with a global customer base, the Alpha Group plc received an average of 40,000 emails each day, which has subsequently risen to 53,000, an increase in volume of 32.5% in just one year. Consequently the business also needed an email security solution that could facilitate the continually increasing volume of emails whilst being deployed and implemented quickly with minimal disruption.

### Challenge

Despite possessing the most technologically advanced email filtering software, Webroot was in direct competition for the Alpha Group plc contract, which was at the time evaluating several options, including its incumbent service, to improve its email security. Accordingly, Webroot had to stand out from the competition in a manner that would make an impact on more than one level and exceed the Group's expectations.

Indeed the Alpha Group plc was on the verge of trialling a competitor with the intention of moving its business from the incumbent provider at the point it first engaged with Webroot. The competitor trial took place whilst Alpha Group plc was in discussion with the Webroot team and consequently a trial of the Webroot service was begun immediately following the conclusion of the previous. Despite being relatively late to the discussions, the Webroot sales and technology team were able to convince Alpha Group plc that the service was the best of the three options considered in detail.

## Solution

Following trials with various security software as a service providers, Alpha Group plc chose the Webroot Email Security SaaS solution due to the advanced technical functionality, the speed of its portal service and the flexibility that it offered the company.

Webroot also provided Alpha Group plc with further functionalities – such as more granular scheduled reporting capabilities, more accurate spam detection, more antivirus scanning protection and easier content control - that were absent from the alternative options as well as an incomparable customer support service. The business is also considering the benefits of implementing the LDAP integration functionality.

Alpha Group plc reported quick and easy deployment of the service that meant the cross over between services was virtually unnoticed and moreover, business disruption was absolutely minimal.

## Results

Following implementation of the service, Webroot Email Security SaaS was quickly and easily deployed throughout the company's business domain users. The results were immediately visible with the service filtering all spam - approximately 70% of incoming email - on first implementing the service, which has subsequently risen to approximately 88%, almost nine out of every ten emails.

Key benefits cited by the customer include the overall value of the service when compared to alternatives and the ability to set rules simply and intuitively – an element of functionality which has a major perceived value. Moreover, the ability to interrogate the system for information at either a macro domain level or a granular user or group level is of significant benefit to Alpha Group plc.

## Comments

*'We evaluated several options including our incumbent service and, on comparison, chose Webroot due to the advanced technical functionality, the speed of its portal service and the flexibility the system provided to our business. The support we have received during our migration was impressive and we believe this to be a long term partnership for our business.'*

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