

Blake Laphorn Introduces Webroot® Web Security Services

The team at Blake Laphorn, which is one of the leading law firms in the UK, was becoming increasingly dependent on the Web to effectively do their jobs. Email communications, internet research and the growing mobility of the workforce emphasised the need for the firm to protect email and Web access from malware spyware and phishing attempts.

Business Drivers

With its existing Web security service contract up for renewal, Dominic Flynn, IT infrastructure manager at Blake Laphorn, used the opportunity to review the firm's requirements and evaluate new options.

Flynn found that the management of the firm's existing network-based service for Web security was taking up large amounts of his team's time. Administering and dealing with issues on the existing Web security solution diverted the team's attention from other critical activities. The service also lacked a number of features that are now available on the market, including the ability to support roaming users.

As Flynn explains: "Of our 600 employees, we have over 200 mobile users working from laptops. In reviewing our Web security it became clear that the laptops presented a potential security risk. When laptops were outside of our network, our existing Web security solution did not protect them from malware infections and we had no way of enforcing our firm's acceptable user policy across these devices."

In common with most businesses, Blake Laphorn has an acceptable use policy that prevents employees from viewing inappropriate material online. However, there are occasions when one of the firm's lawyers will need access to material for a particular case. The IT manager needs a security solution that allows him to easily execute exceptions and just as easily reinstate the policy.

Finding a Solution

To create a shortlist of solutions that might meet their requirements, Flynn and his team undertook an extensive and comprehensive review of the available services including visiting Infosecurity Europe, the premier security event held in the UK. "We quickly came to the conclusion that a Software as a Service (SaaS) Web security solution would work well for us. We already use a SaaS solution to handle our inbound and outbound email filtering and we recognised the benefits that a SaaS solution would deliver," says Flynn.

A SaaS-based Web security service offers Blake Laphorn better manageability and improved malware protection than with an on-site solution. It provides the most advanced protection against viruses, spyware, phishing and data loss without the cost and human resources needed to manage additional hardware and software.

Armed with their shortlist of three solutions from Webroot, Websense and Scansafe, the IT Infrastructure team undertook a rigorous due diligence exercise. They looked at technical documentation, attended vendor webinars, took up references and also reviewed the prices of all solutions. Following this process the shortlist was narrowed down to two possible services; both strong solutions offering the policy protection, roaming user support and malware protection that Blake Laphorn was seeking.

Where They Gained

- SaaS-based Webroot Web Security frees up IT staff and provides improved service and protection.
- Guaranteed malware and Web threats proactive protection for roaming users, regardless of where the employee is working.
- Maintaining a fast browsing experience for users with Webroot's content download acceleration and proprietary high performance proxies.
- Quick and easy deployment with minimal disruption.
- One Webroot product for desktop and laptop users simplifying deployment and management.
- Insight into product roadmap allowed customers' development requirements to be implemented.
- Technical support with engineer onsite at evaluation stage and deployment.

"We wanted to see how the services would work in our own environment, so we trialled them side-by-side with a small pilot group so that we could determine how easy they were to manage, how simple they were to deploy and importantly, how they affected Web browser performance."

"Whereas the alternative solutions provided remote support, Webroot really impressed us by sending a technical person on site for our trial stage. This engineer helped us set up policies, took us through the administration and showed us how to use all the facets of the system," said Flynn.

Blake Laphorn also found that the Webroot Web Security Service outperformed its competitor in terms of Web browser experience. The firm's employees conduct a lot of business over the Web so it was critical that any solution implemented would not negatively impact the speed and ease with which they can access the net.



After a successful pilot with a small group across the business, we quickly deployed the solution throughout our four UK offices and among our mobile employees. This was a really simple process

Dominic Flynn, IT infrastructure manager



Securing Remote Workers and Desktop Users Alike

Once Blake Laphorn had selected the Web security service, Webroot continued to actively support the IT team throughout the deployment, with a technical person on site to offer advice and assist with any configuration issues. "After a successful pilot with a small group across the business, we quickly deployed the solution throughout our four UK offices and among our mobile employees. This was a really simple process and we managed to do it in a month without any disruption to the business," says Flynn.

Webroot now blocks over 1,000 attempts per month to access Web pages hosting malware.

The solution seamlessly extends policy management for Flynn's team across roaming users so that they can be assured of the same high levels of detection and filtering that protect its desktop users.

The real-time reporting combined with policy management provides Blake Laphorn with insight into a range of Web usage data as well as the ability to maintain and enforce its Web usage standards. In a matter of seconds the team can provide exceptional access to individuals who need to view material outside the normal use policy and easily reinstate the standards.



We take our security and the welfare and protection of our employees very seriously. Webroot enables us to fulfil our role as guardians of our firm's Web security, and to carry it out as simply and effectively as possible

Dominic Flynn, IT infrastructure manager



Tomorrow's Innovations Now a Solution

"The Webroot team has been very open to meeting with us and listening to our needs. The product management team understands our business and we are confident that the service will support our needs as we continue to grow.

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Webroot Software, Inc. – World Headquarters
2560 55th Street
Boulder CO 80301 USA
www.webroot.com • 800.870.8102

Webroot Limited – EMEA Enterprise Headquarters
Venture House, Arlington Square, Downshire Way,
Bracknell, Berks RG12 1WA, UK
www.webroot.com/europe • +44 (0) 870 141 7070

Webroot Software Pty Ltd. – APAC Headquarters
Level 20, Tower A, 821 Pacific Highway
Chatswood NSW 2067 Australia
www.webroot.com.au • +61 (0)2 8448 8144 • 1.800.029.234

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