

## **Systemair Introduces Webroot Web Security Service to their existing Webroot® Email Security Service**

Based in Sweden, with operations around the globe. Systemair is a major producer of ventilation and heating products. With approximately 2,000 employees and operations in 38 countries on seven continents, Systemair has an annual turnover of SEK 3.3 billion and is growing rapidly through its bold acquisition strategy and organic growth.

Kevin Rowland, IT manager at Systemair, has a team of 12 staff to support 2000 users; of which 60 percent are desk-based and 40 percent have laptops. The company has used Webroot® Email Security Service delivered on a software-as-a-service platform since 2005 and recently introduced Web filtering security from Webroot.

### **Business Drivers**

Systemair's head office is located in the Swedish countryside near the small town of Skinnskatteberg. This creates a unique challenge for Kevin on deciding how to manage and filter email securely with the limited bandwidth available in this semi-rural location.

As Kevin explains: "In 2005, we were blocking about 1.5 million spam emails per month using an on-site solution from GFI. Though it blocked the spam and prevented viruses from being downloaded, we found that managing the solution required a lot of time from our relatively small IT team".

"We also had to handle a number of complaints from our users as the process of filtering the volume of email created delays of up to fifteen minutes. This level of impact on the users was unacceptable. Before we replaced the system we had actually stopped scanning outbound email in order to speed up the process."

Another issue which Kevin identified was the matter of security updates and the time needed to ensure that their systems were always capable of recognising and quarantining the latest malware, phishing and spyware attempts. "At that time we were only hosting 400 mailboxes. Now the system is hosting 35 offices for the companies within the Systemair group; a challenge that would have been impossible with the old solution," adds Kevin.

### **The Solution**

Systemair needed an email security solution delivered as a software-as-a-service so that it could reduce its use of the limited bandwidth and in addition free up its IT team to focus on other areas of service delivery. It was also critical that the solution could handle vast amounts of email daily without impacting the performance of the email service to end users within the company.

Kevin reviewed and tested Webroot Email Security Service and Softscan side by side before making his decision. "I found that both were effective at stopping viruses and spam to roughly the same degree; however the speed at which we received the emails with Webroot was far quicker. This together with the amount of support we received from their team and the low level of admin needed on our side really impressed me."

### **Where Systemair Benefited**

- One solution for securing both desktop and mobile users.
- Better support. Webroot staff very responsive with 'can do' attitude.
- Ease of installation and lack of maintenance have reduced administration time.
- Improved spam control. Receive 3 million spam emails per month. Previously had regular complaints about delays in sending and receiving emails. Now complaints are minimal.
- Hardware cost savings in excess of €12,000.
- Eliminated need for extra bandwidth saving €12,000 annually.

## Reducing Risk

Systemair is growing at a phenomenal rate. In 2009, Kevin found that as the company expanded, increasing numbers of viruses were being spread via the Internet. In addition to email security, he also needed a system for controlling Web usage to ensure compliance with the company's acceptable use policy and effective protection from Web borne viruses. He was keen to find a solution that would be good for small offices, remote offices and the growing number of mobile users such as sales and support staff within Systemair.

The company already used Microsoft Forefront and Blue Coat WebFilter at its production units in Sweden and Germany respectively. However, these products were both expensive and too administration intensive for use with offices with a low number of users. Also, significantly for Kevin neither of these products addressed the needs of mobile users.

As Kevin explains: "Currently we have 150 mobile users, we expect this to rise to 500 by the end of 2010 and reach 1000 in three years' time. My colleague evaluated several Web security solutions, but once we had tested Webroot, we knew that it was the right solution."

Webroot Web Security Service seamlessly extends policy management across laptop users so that they can be assured that the same high levels of detection and filtering that protect Systemair's desktop users apply to its mobile employees.

"Today it is a natural part of the installation on new computers for our offices and for our mobile users. Again, the ease of installation and lack of maintenance are perfect for our organisation. Very few of our users notice the filter, or at least, never report it to us as we only block what needs to be blocked for all Internet users."

## Expert Support

"As we are a small IT department, I demand support from our suppliers. Webroot is very good at giving fast and correct support. We often need help or answers immediately and I have never had any complaints. There are also benefits to having one provider of security for email and Web. This is one of the most important areas for us in evaluating our suppliers and Webroot is consistently excellent," says Kevin.

"The support does not stop at the small everyday issues; when Webroot updated the client for the Web proxy they trained me so that I would know what needed to be done to our system. I was then taken seriously ill and was away from the office for two months so I could not roll this out. Webroot went to my colleagues and gave them the extra support that they needed and actually talked them through the process so that the update was completed without delay."

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*Kevin Rowland, IT manager*

## Reduced Costs Increased Security

Webroot Email Security Service now handles about 3 million emails monthly of which 95% are blocked as spam or containing viruses. "Using Webroot saves us a lot of bandwidth as well as hardware costs and IT team resource to manage the administration. I estimate that to cope with this level of email we would have needed to upgrade three servers at a cost of €12,000 as well as paying €1,000 per month on additional bandwidth capacity. Time and administration are harder to quantify, but clearly the IT team would have to be the ones carrying out the updates to the system and we would have had software licence charges on top of these costs."

As a multinational company with sites globally, Systemair's biggest IT concern is security. Webroot Email Security Service and Webroot Web Security Service are innovative solutions backed by excellent support that meet the company's current and future needs as it continues to grow.

**Webroot Software, Inc. – World Headquarters**  
2560 55<sup>th</sup> 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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