



Making the Switch to Webroot: Lighter Weight, Better Protection, Increased Profits

BACKGROUND

Two years ago, SWAT Systems had had enough of its antivirus software. At the time, the Seattle-based MSP had tried a succession of antivirus products, and not one of them had worked as well as they needed. “The products were not a good fit for us,” recalls David Blake, Chief Technology Officer at SWAT. “Clients’ machines were still getting infected and the products were too resource intensive.”

“It was pretty serious, 200+ work stations had potentially unwanted stuff with our previous antivirus. When we installed Webroot, getting those red flags was such a huge benefit. It enabled us to show value and actually be a better partner to our clients. It also created more room in our budget to look at other offerings to add into our clients’ agreements.”

David Blake, Chief Technology Officer, SWAT Systems

THE CHALLENGE

When SWAT was founded in 1999, its initial plan was to help companies become Y2k-compliant. Shortly thereafter, it transitioned to helping many of the early dot-com companies in the area build their infrastructures. From its original mission, SWAT expanded to provide local businesses with outsourced IT services and evolved into a modern day managed service provider, working to implement specialized IT services within customers’ environments that yield a return on their IT investment.

Two years ago, SWAT Systems had had enough of its antivirus software. At the time, it had tried a succession of antivirus products, and not one of them had proven to be reliable while integrating well with their remote monitoring and management provider, Kaseya. SWAT evaluated six other antivirus offerings, prior to demoing Webroot, and had issues with all of them; these included an increase of malware tickets and a decrease in productivity. “The products



AT A GLANCE

Partner Type » Managed Service Provider

Year Founded » 1999

Chief Technology Officer » Dave Blake

Headquarters » Seattle, WA

Endpoints Managed » 3,300

Website » www.swatsystems.com

KEY FINDINGS

- » **Decreased remediation time**
75% less time spent remediating threats
- » **Improved profitability**
Average of 10-20% increase

were not a good fit for us,” recalls David Blake, Chief Technology Officer at SWAT. “We were seeing a lot of clients’ machines still getting infected and didn’t feel like we were getting adequate protection. Not only that, but the products were too resource intensive.”

“Webroot has a footprint that is orders of magnitude smaller than our previous endpoint protection product, and it catches so many things our other security missed.”

David Blake, Chief Technology Officer, SWAT Systems

THE SOLUTION

Recognizing the need for a smarter solution, SWAT began consulting with the HTG Peer Group and asking other MSPs for referrals. After hearing about Webroot, SWAT decided to run a product demo, during which Webroot SecureAnywhere® Business Endpoint Protection instantly started catching malware that the existing antivirus solution had missed. Blake confirms that SWAT was impressed enough by the lightweight nature of the software to switch from its legacy system. “One huge issue I’ve seen with all other AVs is that they’re incredibly high-impact on operations and memory usage. But we haven’t seen that with Webroot. Now, we can provide security without disrupting the day to day operations of our clients,” said Blake.

The week spent migrating 2,500 machines from their old protection to Webroot SecureAnywhere® Business Endpoint Protection was enough to convince Blake that choosing Webroot was the right move. “In switching those machines, we found that about 200 were infected with malware and adware that hadn’t been detected by our previous definition-based antivirus,” Blake says. The infected machines were discovered when Webroot was installed and scanned those machines—machines that were ostensibly protected by the legacy software.

If the infection issue hadn’t already supported SWAT’s decision, Blake says that Webroot continues to prove its worth during upgrades. At under 1 megabyte, the Webroot installation package downloads to client endpoints almost instantly, compared to the hour per machine SWAT reports having spent installing its previous antivirus software, adding up to significant time and cost savings. Scan times are also significantly lower, taking an average of under 30 seconds to complete.

RESULTS

Blake is pleased to report that SWAT is now operating more profitably and can deliver more value to clients since switching antivirus solutions. Since Webroot effectively prevents the vast majority of malware and adware from infecting machines, SWAT’s employees are considerably more productive as well. Blake states that the time spent remediating threats has gone down close to 75%, allowing his teams to spend more time providing value-added services to clients, instead of wasting time reimaging machines.

“Our security contracts have increased profitability of 10 to 20 percent depending on the client, which enables us to dedicate more resources to those agreements, making our clients even more secure.”

David Blake, Chief Technology Officer, SWAT Systems

That’s an important metric for SWAT, given that security is a component of nearly every managed services client. “One of our selling points is that our clients don’t have to worry about their machines,” Blake says, adding that Webroot enables SWAT to provide the peace of mind its clients need.

While Blake continues to appreciate Webroot’s technical capabilities, he’s also impressed with the partner experience. “Webroot makes a real effort to reach out to the MSP community and work with us,” he says. “It’s great to partner with a vendor that truly listens to its core market.” SWAT also utilizes the sales and marketing toolkit provided with Webroot’s Partner Program to help market security services to clients.

Blake points out that coming to the table with Webroot means he experiences a much better response from clients. “The reaction from people when they hear we offer Webroot is very positive,” Blake says. “Webroot is highly regarded and trusted in the space we work in, and that’s important to us.”

“Migrating to Webroot has been an all-around win, which is very rare when you’re switching products in the MSP space.”

David Blake, Chief Technology Officer, SWAT Systems

About Webroot

Webroot delivers next-generation endpoint security and threat intelligence services to protect businesses and individuals around the globe. Our smarter approach harnesses the power of cloud-based collective threat intelligence derived from millions of real-world devices to stop threats in real time and help secure the connected world. Our award-winning SecureAnywhere® endpoint solutions and BrightCloud® Threat Intelligence Services protect tens of millions of devices across businesses, home users, and the Internet of Things. Trusted and integrated by market-leading companies, including Cisco, F5 Networks, Aruba, Palo Alto Networks, A10 Networks, and more, Webroot is headquartered in Colorado and operates globally across North America, Europe, and Asia. Discover Smarter Cybersecurity™ solutions at webroot.com.

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