

WEBROOT®
Smarter Cybersecurity™

Haymarket Center Frees Up Time to Further Focus on Clients

BACKGROUND

The Haymarket Center is a provider of vital aid for people with chemical dependency during their recovery. They specialize in treating the whole person, helping them beyond their dependency to find stability in their lives, eventually leading to employment and other opportunities.

THE CHALLENGE

With so many people relying on the Haymarket Center to guide them on their journey away from drug dependency, it is vital that the Center's systems be up and running at all times. Having a technical shutdown due to a virus could have lasting, real world consequences for real people who are very much in need.

The Center's staff found that their existing antivirus solution was simply not up to the task of protecting their endpoints. Detection rates were very low, reporting was seriously lacking, and the management tools were completely ineffective. Infections were only uncovered when employees reported a problem with the machine, and the existing solution was virtually useless in remediating the problem or protecting from further damage. The team spent hours trying to fix the issues, and ultimately would have to reimagine machines when they were unable to resolve them. This was crucial time that should have been spent on other more important client-centered tasks.

The final straw was a series of encounters with CryptoLocker, a well-known ransomware Trojan used by cybercriminals to wreak havoc on users' machines. In the case of the Haymarket Center, their entire shared network drive was compromised by it. Enough was enough, it was time to find something better.



AT A GLANCE

Vertical » Healthcare

End Users » 375

Devices » Desktops & Laptops

IT Support Analyst » Sean Kethcart

THE SOLUTION

The team at Haymarket Center turned to the IT communities to see what other security solutions were available. After seeing unanimously positive feedback on Webroot from well-respected forums such as Spiceworks, they decided to evaluate Webroot SecureAnywhere® Business Endpoint Protection to see if it could fit their needs, and they were not disappointed.

RESULTS

The immediate result for the staff of the Haymarket Center was the sheer amount of time saved. Beforehand, many vital man-hours were spent on malware remediation efforts, but the Webroot solution ran without the need for any remediation work at all. Malware could be caught and dealt with without the staff at the Center having to spend any time working on it.

The customizable Webroot alerts allowed the staff to be fully aware of any issues as soon as they occurred. No time was lost in defending the network, and they did not receive a single complaint from users about performance degradation. They no longer experienced any downtime, and the savings in productivity were “incalculable.”

“To my knowledge, nothing has escaped Webroot’s amazing detection engine. I have not had to reimage a single machine since deploying across our agency. It’s almost not fair how easy Webroot has made our lives. It’s like I just cross AV off my list of things to even think about entirely.”

Sean Kethcart, IT Systems Support Analyst for the Haymarket Center

When asked what sets Webroot aside from any competitors, Mr. Kethcart had this to say:

“No one does AV like Webroot. Downloaded, copied to target, setup, installed, running, baselined and fully scanned in 5 minutes? I’d love to see anyone else come close. Remote alerts? Cloud console? Hands-off, no touch remediation? No definitions on the target machine? World-class sales team, engineers, techs, and support folks? Check, check, and check. Can your AV do that?”

With their security needs looked after on a long-term basis by Webroot, the staff of the Haymarket Center can fully focus on providing their vital services to those who are in need.

About Webroot

Webroot provides Smarter Cybersecurity™ solutions. We provide intelligent endpoint protection and threat intelligence services to secure the Internet of Everything. By leveraging our cloud-based collective threat intelligence platform, computers, tablets, smartphones, and more are protected from malware and other cyberattacks. Our award-winning SecureAnywhere™ intelligent endpoint protection and BrightCloud® threat intelligence services protect tens of millions of consumer, business, and enterprise devices. Webroot technology is trusted and integrated into market-leading companies including Cisco, F5 Networks, HP, Microsoft, Palo Alto Networks, RSA, Aruba and many more. Webroot is headquartered in Colorado and operates globally across North America, Europe, and the Asia Pacific region. Discover Smarter Cybersecurity solutions at webroot.com.

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