Webroot Keeps U.S. Physical Therapy Agile with Superior Protection and Tech Support

BACKGROUND

U.S. Physical Therapy is the country's largest publicly-traded, pure-play operator of outpatient physical and occupational therapy clinics, with over 400 clinics in 43 states across the United States. Its clinics provide pre- and post-operative care for a variety of orthopedic-related disorders and sports-related injuries, rehabilitation of injured workers and preventative care.

THE CHALLENGE

Historically, U.S. Physical Therapy (USPh) has grown its business through "de novo" development, with approximately two-thirds of all USPh clinics originally founded as start-ups. Strategic acquisitions, which accelerate the company's growth, are structured like the de novo partnerships, with significant ownership retained by the founders of the acquired companies.

This business model has enabled USPh to achieve remarkable growth, but it poses challenges for the organization's IT department, which must seamlessly integrate the various computing environments of acquired companies into USPh's established IT infrastructure. Ensuring consistent data security and endpoint protection throughout all of its clinics is key to this integration.

Standardizing on a single AV solution for all of its clinics would clearly be the most efficient way to achieve that protection…but only if that product was highly effective. According to John Hoover, Help Desk Tech II at USPh, there were problems with the company's previous endpoint protection: "We were forced to reimage more times then not because the product we were using just did not stay current on new threats."

AT A GLANCE

Vertical » Healthcare

End Users » 2500+

Devices » Desktops, Laptops & Mobile Devices

Help Desk Tech II » John Hoover

When Hoover and his IT team began their search for a replacement endpoint protection solution, Webroot was initially not on their short list. Recalls Hoover, "We weren't that familiar with the company, but they looked like they were trying to say what they do and do what they say." Upon further investigation, USPh decided to deploy Webroot SecureAnywhere® Business Endpoint Protection and SecureAnywhere® Business Mobile Protection.

THE SOLUTION

Based on Hoover's remarks, he's certainly comfortable with that decision: "Since we started using Webroot, the number of computers that we've had to reimage—or spend hours on removing a virus—has dropped from 3-7 endpoints a week to between 1-5 per month...and even those 5 have not been reimaged." Hoover's experiences with Webroot tech support have been similarly satisfying:

"Working closely with them, we've found and removed between 7-10 new threats not found in the wild—before we switched to Webroot that would have been a disaster. With the help of Webroot's great support team, we haven't had any major breakouts, and the minor infections have been very easy to deal with. Not to mention the amount of enhancement requests we made that were not only listened to, but actually implemented..."

Echoing the frustration that so many IT professionals have felt when dealing with vendors regarding software and hardware issues, Hoover emphasizes the extent to which Webroot has proven to be an exception to the rule:

"Over the last 15 years I have spent thousands of hours on tech support calls, and Webroot is the only tech support that has never sent me away mad or unhappy."

John Hoover, Help Desk Tech II, U.S. Physical Therapy

Webroot's initial install package is extremely small (around 500 KB) because no signature database is stored within the client software (that database is typically the largest part of a conventional client); instead, Webroot maintains a huge (over 250 TB) signature database in the cloud.

The advantages of Webroot's more efficient, cloud-based approach are compelling:

- Better protection (due to a vastly more comprehensive database)
- Quicker installation (completed in just a matter of seconds)
- Faster scanning (for example, the first scan takes only minutes compared with the hours other AV solutions require, and Webroot's subsequent full system scans typically take two minutes or less)

RESULTS

Since switching to Webroot, the help desk team spends maybe an hour a week dealing with threats. Before, they used to spend between 10-15 hours per week.

The metrics reported by Hoover and his team provide compelling evidence of the measurable benefits delivered by SecureAnywhere Business Endpoint Protection and SecureAnywhere Mobile Endpoint Protection:

- Average scan time per device dropped from 60-120 minutes to 14 minutes
- Saved 11-14 hours per week in managing security-related issues
- Infections dropped by over 90 percent

Given these remarkable results, it should come as no surprise that Hoover sums up his impressions of Webroot on a very positive note:

"Great product, continually evolving and improving, very easy to work with, and very well supported. This has been hands down the best experience I've ever had with any software/service in the 18 years I've been working in this field."

John Hoover, Help Desk Tech II, U.S. Physical Therapy