

MCMAHAN TECH
*Managed Services & Cloud Solutions***At a Glance****Year Founded**
2016**Location**
Seattle Area**Employees**
1**Endpoints Managed**
175

Webroot protects against not only non-human interface attacks, but also social engineering attacks. It does a good job of watching both what the computer is doing and watching what the human user is doing.

Jeremy McMahan

One-Man MSP Finds Winning Combo in Webroot and Syncro

Background

McMahan TECH is made up of Jeremy McMahan and the tools that help him run his business. About three and half years ago, McMahan, a veteran of the tech industry, found himself looking for a new venture. But he wasn't willing to move from the beautiful Olympic Peninsula and the five acres on which he and his family reside.

So, he decided he'd offer his technology expertise to the area's resident small businesses. There are some competitors in the area, but McMahan didn't always like what he saw from them. He wanted to do things his own way.

The Challenge

McMahan saw plenty of small businesses in his area in need of someone to help them navigate technology. Doctor's offices, lobbying firms, and other small businesses were at a loss for how to manage their IT. Or even what to manage.

"Businesses with 10-12 employees typically have no disaster recovery or contingency plans," he said "They have an employee who played video games set up servers for them. I didn't see anyone taking their time to understand their business and their needs."

McMahan was committed to being a trusted consultant for clients. He also didn't want the burden of understanding—or even caring about—the technology he managed to fall on them. He would understand their needs, and then see that they were met in the background.

But he's still only one man.

The Solution

For cybersecurity, McMahan evaluated a handful of solutions before settling on Webroot as his preferred endpoint security product. Integrated network security and a robust threat intelligence platform, he said, were major factors in that decision.

DNS protection was important both for added security and client network control.

"I've had a couple of my clients become the targets of some really elegant spear phishing attacks," McMahan said. "We do a little training, but having DNS protection in place helps me sleep a little better at night."

In terms of network control, McMahan approaches new clients with a list of commonly blocked site categories—adult content for instance—and works with the client to block only the categories each wants. Some have no problem allowing the use of social media on their networks, others consider it to be a productivity drain.

"If social media managers need access to sites like Facebook," he said, "but the rest of the workforce doesn't, that flexibility is really beneficial to the client. We can even set up hours where it's available and hours where it isn't."

Flexibility is key. With a previous DNS protection solution, access controls were managed at each machine, making for time-consuming management. To whitelist a resource, changes would have to be made an endpoint at a time. With Webroot® DNS Protection, policy controls are made from a centralized admin console.

Concerning threat intelligence, the depth and breadth of the Webroot® Platform was another selling point. The decade-plus experience that's gone into refining machine learning models to better recognize threats was crucial.

"If there was a better product that only had 3 million endpoints, I wouldn't be interested. The amount of endpoints Webroot has makes for a sort of 'herd immunity.'"

Results

By leaning on his preferred RMM and PSA platform, Syncro, and bundling his services into one package he feels best serves his customers' IT interests, McMahan now manages upward of 175 endpoints on his own. He's gone from offering products and services à la carte, which he described as "a huge headache," to offering a prepackaged bundle that lightens the burden on clients.

McMahan now describes his growing business as approaching too much for him to handle on his own. He's considering making his first hire soon and is actively investigating a cost-effective way to offer his services to home users, something Syncro's unique billing structure makes feasible.

"Unlike many RMMs, Syncro doesn't charge per endpoint. Users pay a flat monthly fee for a user license and can install it on as many endpoints as they like with no additional charge," says Syncro's Sales Team Lead, Crystal Henkle.

McMahan appreciates how out-of-site cybersecurity is for his clients, a product with the flexibility of Webroot® DNS Protection and the efficacy of Webroot solutions, including threat intelligence.

"As far as the client knows, it's a little green icon and if they ever have a problem they reach out and contact me. That's huge," he said. "If all of a sudden a zero-day attack appears, the chances that one of my clients is hit with it before Webroot is on the ball and mitigating against it are slim."

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About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at carbonite.com and webroot.com.