CARBONITE + WEBROOT®
opentext™ BUSINESS SOLUTIONS

Webroot services have enabled us to enhance our managed service offerings and provide value co-creation for both interworks.cloud and our reseller ecosystem.

Evangelos Tselios, Cloud Product Manager

At a Glance

Vertical
Distribution unit for Greece, Cyprus & Malta

Year Founded
- Webroot® Business Endpoint Protection
- Webroot® DNS Protection
- Carbonite® Backup for Microsoft 365

Title
Evangelos Tselios,
Cloud Product Manager

Endpoints Managed
579 VMs

Website
interworks.cloud

Key Findings

- Reduction of approximately 240 work hours
- Successfully averted 120 attacks in the last year
- Twenty-five percent reduction in security-related support tickets

interworks.cloud tackles never-before-seen threats with Webroot® Business Endpoint Protection

Background

interworks.cloud is a cloud services distributor and provider for Greece, Cyprus and Malta. interworks.cloud offers, among others, Webroot® Business Endpoint Protection, Webroot® DNS Protection and Carbonite® Backup for Microsoft 365 to approximately 400 of its IT resellers in all verticals, including energy, automotive, banking, hospitality, healthcare, public sector and retail.

Also, as a software vendor, interworks.cloud addresses the needs of cloud solution providers (CSPs), managed service providers (MSPs) and independent software vendors (ISVs) all over the world, by automating important cloud service processes, such as billing, ordering, invoicing and recurring payments for a host of infrastructure as a service (IaaS) and software as a service (SaaS) solutions. The interworks.cloud platform helps businesses in more than 70 countries boost their service portfolio and expand their cloud offerings.

The Challenge

In 2019, interworks.cloud began looking for a feature-rich security solution that would better safeguard clients and eliminate part of the manual workload for employees. Every year, approximately five customers fell victim to security breaches and staff spent several hours remediating regular infections.

The Solution

interworks.cloud chose Webroot® Business Endpoint Protection for its ability to protect against both known and never-before-seen attacks from all vectors. Since deploying Webroot in 2019, the team has seen a reduced volume in their ticketing queue, including a 25% reduction in security-related support tickets. Webroot® Business Endpoint Protection also successfully averted 120 attacks last year, which saved approximately 240 hours of work.

"This partnership with Webroot has enabled interworks.cloud partners to accelerate their IT seller businesses and their end customers enjoy the comprehensive protection of Webroot® Business Endpoint Protection, Webroot® DNS Protection and Carbonite® Backup for Microsoft 365."

Evangelos Tselios, Cloud Product Manager

"Webroot services have enabled us to enhance our managed service offerings and provide value co-creation for both interworks.cloud and our reseller ecosystem. Partnering with Webroot has also allowed us to shift resources and time towards high-value and more strategic tasks."

What's next?

Innovation is one of interworks.cloud's core values. The company prides itself on working relentlessly to introduce new products that disrupt the market and accelerate the digital transformation journey for small and medium-sized businesses and larger organizations. Webroot services offer interworks.cloud the chance to supply a more comprehensive, functional and intuitive user experience for its IT sellers, customers and employees.