BACKGROUND
The Royal Flying Doctor Service Western Operations (RFDSWO) provides a 24-hour emergency service to those who live, work, and travel in rural and remote areas of Western Australia (WA) and the Indian Ocean Territories.

The largest division of the RFDS in Australia — covering 2.5 million kilometres — RFDSWO in 2011-2012 flew over 7.5 million kilometres, transferred more than 8,000 patients to hospital and provided treatment to patients as far as 2,000km away from mainstream medical services.

RFDSWO has bases in Jandakot (Perth) in the southwest, Derby in the far north, Kalgoorlie in the northeast, Meekatharra northeast of Kalgoorlie and Port Hedland on the northwest coast. Outside of these bases, hundreds of doctors, nurses, pilots, and support staff operate in rural and remote areas.

As a staff benefit, RFDSWO allows staff to use their computers for both corporate and personal use. This unrestricted access has the potential to leave the 302 desktops and laptops shared among 430 staff, exposed to more threats and infections than in a typical corporate environment.

With such a dispersed workforce, RFDSWO needed a secure, reliable, flexible, and easy-to-deploy antivirus software to keep company and employee information safe.

“Overall, the Webroot solution has been one of the best security product experiences I’ve had in my years of working in IT. The ease of deployment and ease of use has been incomparable with anything I’ve ever used before”
Matthew Turany
IT Manager, RFDSWO

Before
- Antivirus scan: 2 hours 54 minutes 37 seconds
- Infections: 3 Per Month
- Time spent on security management: 12 hours per week
- Notebook protection: “Devices had to be attached to the server to complete updates.”

After
- Antivirus scan time: 2 minutes 47 seconds
- Infections: 1 Per Month
- Time spent on security management: 4 hours per week
- Notebook protection: “We didn’t find a product that would remotely keep them all up to date without any effort.”

Webroot slashes Royal Flying Doctor Service anti-virus scan time from 2 hours to 2 minutes
THE CHALLENGE

RFDSWO’s “top three” security software product relied on devices being connected to the server, available at either the RFDSWO bases or offices, to complete updates.

On average, staff based in remote locations don’t return to base for a month, sometimes longer, leaving the security software on their PCs out of date. With these shared devices containing both personal and corporate data, out-of-date security software is a serious risk for the RFDSWO.

THE SOLUTION

To resolve their IT security management issues, RFDSWO reviewed five security products, including a 30-day free trial of the Webroot SecureAnywhere® Business — Endpoint Protection service.

The IT Department tested the cloud-based service for its management capabilities and scan times, while a handful of staff members tested the service from an end-user perspective.

Matthew Turany, ICT Manager, RFDSWO, said: “We’re not professional software testers by any means; however we determined our own criteria based on our IT needs and then tested against those criteria.”

The results were astounding.

RFDSWO’s existing antivirus product took a total of 2 hours 54 minutes 37 seconds to complete the first full system scan of one PC, and a further 2 hours 43 minutes 12 seconds to complete a second full system scan.

By contrast, the Webroot SecureAnywhere Business — Endpoint Protection service took just 2 minutes 47 seconds to complete the first full system scan (a 6000% difference) and only 53 seconds for the second.

The existing product also took up a massive 737Mb of disk space, while the Webroot product only took up 1.5Mb once it was installed on each PC.

“What we were looking for in a new security solution was flexible management capabilities, faster scanning times, faster updates, a reduced memory footprint, and ease of use for the enduser,” Turany said.

“Webroot by far outperformed the other four products we tested.”

After installing Webroot SecureAnywhere, the IT Department reduced the time they spent managing security by nearly 70%. With an extra day a week, Turany and his team are better able to provide the 300+ network of end users the ongoing IT support they require.

“Webroot has met all of our expectations, and more. It’s taken care of things we didn’t think of. We wanted to be able to see which remote endusers security software was out of date; we didn’t even consider we’d find a product that would remotely keep them all up-to-date without any effort.”

BENEFITS

For the RFDSWO IT Department, the biggest change has been the ability to update the service remotely without devices having to access the network.

Webroot SecureAnywhere never requires security updates or signature database downloads which leave users exposed. Webroot analyses every file that tries to run on a computer in the cloud, and when a new threat is identified, the customer is protected within seconds.

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As a not-for-profit, RFDSWO was also conscious of the cost of implementing a new security product.

“The Webroot SecureAnywhere service is more cost effective than our previous product, and also extremely competitive with other products on the market,” Turany said.

“Overall, the Webroot solution has been one of the best security product experiences I’ve had in my years of working in IT. The ease of deployment and ease of use has been incomparable with anything I’ve ever used before.”
About Webroot

Webroot is bringing the power of cloud-based software-as-a-service (SaaS) to Internet security with its suite of Webroot SecureAnywhere® offerings for consumers and businesses, as well as offering its security intelligence solutions to cybersecurity organizations, such as Palo Alto Networks, F5 Networks, Corero, Juniper, and others. Founded in 1997 and headquartered in Colorado, Webroot is the largest privately held Internet security organization based in the United States – operating globally across North America, Europe and the Asia Pacific region. For more information on our products, services and security visit: www.webroot.com, the Webroot Threat Blog: http://blog.webroot.com or Webroot on Twitter: http://twitter.com/webroot.

World Headquarters
385 Interlocken Crescent
Suite 800
Broomfield, Colorado 80021 USA
800 772 9383

Webroot EMEA
6th floor, Block A,
1 George’s Quay Plaza
George’s Quay, Dublin 2, Ireland
+44 (0)870 1417 070

Webroot APAC
Suite 1402, Level 14, Tower A
821 Pacific Highway
Chatswood, NSW 2067, Australia
+61 (0) 2 8071 1900

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