

## Technical Outsourcing Firm Chooses Webroot for Layered Web and Endpoint Security

System One Services provides technical outsourcing solutions to clients in the energy, engineering, commercial and IT sectors. It is known for its exceptionally talented staff across a wide range of disciplines, including nuclear and renewable energy and enterprise IT consulting. When an organization's brand reputation depends on its technical expertise and professional interactions, it needs to have the very best network security in place—which is why System One chose Webroot.



### The Problem

System One's IT staff consists of four people managing a network of 160 employees, almost all laptop users, along with over 20 remote office locations. The company had recently been through a divestiture which caused the IT department to inherit the use of McAfee's endpoint protection on the network. This solution was not adequate, however, and users were complaining of severe infections that caused lost productivity and billable client hours due to down time.

As Dave Wayman, System Administrator explains: "What we had in place was not working well at all. We had some users whose machines were completely unusable—we were dealing with several infected laptops at one time. Many users had to ship laptops back to be re-imaged. Those users were out of service until we could repair them. It was taking up everyone's time."

Wayman was originally on the lookout for a Web security solution. With so many mobile users, System One needed a layered approach to security, with a SaaS solution to protect users in the cloud as well as at the endpoint.

"Protection for our remote users was key. Plus, we only have a T1 line here and the Web traffic was really spiking. We needed something to manage all of the Internet activity and bandwidth usage. We also wanted to block Web ads and put some controls in place for Web filtering," Wayman explains.

### Why System One chose Webroot:

- Mobile user protection
- Reduced network bandwidth
- Web filtering
- Better endpoint security
- Robust reporting

## The Solution

Wayman was so impressed by a demo of Webroot Web Security that he also did a trial of Webroot® AntiSpyware Corporate Edition with AntiVirus. He deployed the endpoint solution in late December 2009 and rolled out Web Security in January 2010.

“With detailed analysis, we discovered that approximately 25% of our PCs were infected. Once we installed Webroot on the desktops, remediation was very effective—it did a great job of eradicating the existing infections. We now feel we have much better protection than we did with McAfee,” Wayman says.

In terms of Web security, Wayman reports that his end users have adjusted to the new service without much trouble. He keeps all users in one group, allows access to some social media sites but does not allow access to inappropriate sites.

“Our intention is not to keep people from doing their jobs, but we do need to protect the network, keep computers and data safe, and keep productivity up. We haven’t actually had to block anyone or any sites yet.”

## The Benefits

System One’s executive management team wants to stay apprised of the security of the business. With that in mind, Wayman has communicated the network security improvements to executive management in a series of emails.

“First I told them—here was the problem and here is what we’re doing to fix it. We’ve got these great services from Webroot and are deploying it and here is how it is going. Overall, we just have a great security feeling with Webroot in place,” Wayman explains.

Wayman’s favorite features of the Webroot service are the reporting capabilities and the easy-to-use administration console. He analyzes daily and weekly reports of traffic usage and bandwidth utilization to keep apprised of user activity and the demands on the network.

“I love the Web Security Service admin console and being able to manage that service from one place. The desktop administration is so much easier to use than McAfee’s. Since we’ve put Webroot on the network, we have not had one persistent infection.”

## Comments

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**—Dave Wayman  
System Administrator  
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