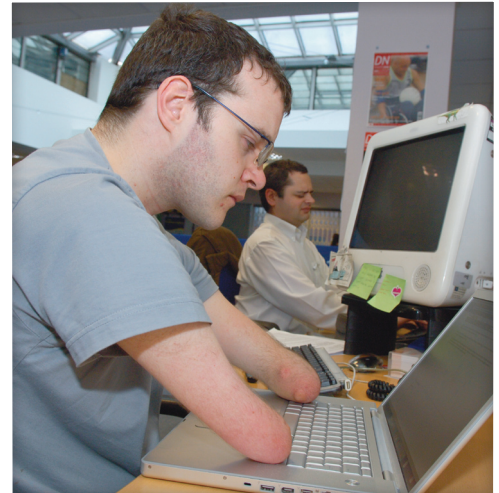


Case Study

Scope

SCOPE SELECTS WEBROOT® WEB SECURITY SERVICE

Scope is recognised as one of the UK's leading charities. It believes disabled people should have the same opportunities as everyone else and run services and campaigns with disabled people to make this happen. As a charity with expertise in complex support needs and cerebral palsy it never set limits on potential.



With over 3,000 staff across 150 sites in England and Wales, the charity's services include advice and information, peer-to-peer support, education and learning, short breaks, residential care and supported living and employment support. To support the services the organisation also has a fundraising team plus hundreds of charity shops. A policy campaign team works to ensure that any insights and innovations from the services are picked up by policy makers.

"The IT department at Scope is small, in total we're 10 people servicing the IT requirements of approximately 1500 users with a varied level of IT literacy and skill", explained Ivan Shiel, Scope's IT operations manager. "Working for a charity is very interesting but we always have to remember that the focus of the majority of our staff is in providing direct support to disabled people. Therefore, we need to keep any technology straight forward, easy to use and as non-intrusive as possible."

BUSINESS DRIVERS

With extensive time and resource demands on Ivan and his team, it is essential that any solution put into place works for the charity right from the outset. This is even more critical when it comes to Internet-based security and this was a key concern for Scope's IT department.

"Due to the nature of the work we do, we need to maintain stringent Web filtering and reporting practises across the organisation. Web filtering is essential for Scope as it gives us peace of mind to know that we have the appropriate measures in place to monitor and protect our users." continued Ivan.

When Scope engaged with Webroot they already had a Web filtering service in place in the form of Netsweeper Web security, but unfortunately it was proving difficult to administrate. With the annual maintenance renewal fast approaching, Ivan made the strategic decision to look for a new enterprise Web filtering solution.

"The primary reason for looking for an alternative solution was due to issues with administration and reporting." explained Ivan. "The vast majority of Scope users are remote based or mobile workers. This means that they are not directly connected to the network at head office. Our existing solution could not easily differentiate between users outside of our network and therefore it was much harder to achieve accurate usage reports."

WHERE SCOPE GAINED

- ✓ Simple to install and configure with minimal administration requirements.
- ✓ Rapid and easy deployment.
- ✓ Web filtering solution that is as effective on the client side as on the network.
- ✓ Ability to identify and protect all mobile users.
- ✓ Less complicated design and better Web filtering.
- ✓ Simple and accurate reporting capabilities.

scope

About cerebral palsy.
For disabled people achieving equality.

Secondly, and of equal importance, was the way in which the client component software worked. We're very dependent on this aspect of technology but we experienced a lot of problems with the way it modified our users network settings, often affecting other software installed on the computer. When we did request fixes, they could have a detrimental effect on previous changes or enhancements to the client component. It got to the point where our existing Web filtering solution was no longer a viable option for Scope."

"In short, we realised that we needed an enterprise solution that would be as effective on the client side as it was on the network. We handle Web filtering in a distributed manner and the client component issue was a major concern for us and one that we needed to solve."

PROOF OF CONCEPT

Scope evaluated several other products on the market before deciding on Webroot. "Although we were short on time we felt we needed an alternative that really matched our requirements. Our first priority was to find a product that worked equally as well on the client side as on the network. Very few products met this description and even fewer were designed in such a way that wouldn't cause problems," Ivan explained.

Scope evaluated several vendor solutions, including Websense, alongside Webroot Web Security Service. "From the outset, the other solutions were non starters. Webroot proved to have a less complicated design and better client-based Web filtering on the network."

Scope originally engaged with Webroot via an online demonstration and then received an evaluation of the product. The first stage of the proof of concept was to complete some testing scenarios on Scope's workbench, and then roll it out to the rest of the IT department. "It was quite a simple process. Once Webroot Web Security Service is set up, it's pretty much there. It's relatively simple to install and configure and has minimal administration requirements, which made it the perfect solution for us."

BENEFITS

"Webroot really excelled when we needed help protecting our mobile user's Internet access. Previously we could not identify remote users and this was causing us a huge problem. Webroot helped us deal with this tricky problem by delivering a very elegant solution that really works. "

As a result of evaluation testing and the hands on approach of the Webroot team in helping Scope solve its problem, the charity purchased Webroot Web Security Service. The timescale from initial engagement to purchase and initial deployment was six weeks. "In Webroot we finally found a solution that worked for us."

The initial deployment of Webroot Web Security Service has taken place with all 1200 external users being deployed in the near future. "It's been a smooth transition and we're very happy to have the solution in place. The reporting ensures that we know exactly what's going on. Considering the sensitive nature of the work we do, that's critical."

Overall, the benefits felt by Ivan and his team in deploying Webroot for their Web security have been immense. "From an IT perspective, compared to what we were used to working with, we're very happy. Our relationship with Webroot has been very healthy and good thus far. The key benefit for us was that the changes we needed were easily deployed and could be adjusted very quickly. This gave us a very high level of confidence."

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Webroot proved to have a **less complicated design** and better client-based Web filtering on the network.

We handle Web filtering in a distributed manner and **the client component issue was a major concern for us and one that we needed to solve.**

IVAN SHIEL, SCOPE'S IT OPERATIONS
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