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Our internal motto for Webroot:  
This is how virus protection  
should work.

Lars Larscheid, CEO

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### At a Glance

**Vertical**

Hybrid Reseller-MSP

**Year Founded**

2005

**Chief Executive Officer**

Lars Larscheid

**Endpoints Managed**

1,500

**Website**

pcstut.de

### Key Findings

**Fewer Infections**

95% reduction in infections

**Time Savings**

25% reduction in security tickets

## PC-Spezialist Tuttlingen Sees 95% Reduction in Infections

### Background

For more than eleven years, PC-SPEZIALIST Tuttlingen has provided IT solutions for consumer and business customers. Offering a wide range of notebooks, PCs, monitors, printers, inks and toners, sound systems, software and accessories, PC-SPEZIALIST Tuttlingen has recently begun to offer managed services. Their service offerings include individual counseling, sale of hardware and software, maintenance of IT systems and networks as well as competent on-site service.

PC-SPEZIALIST Tuttlingen works in partnership with clients, taking on their challenges, operating as an extension of businesses, or as an in-house team. At PC-SPEZIALIST Tuttlingen, service is the number one priority, and they measure success based on customer satisfaction.



According to Lars Larscheid, chief executive officer of PC-SPEZIALIST Tuttlingen, “We know we’ve achieved success when we can detect and fix hardware and software issues -- including endpoint infections -- before our customers even notice there’s a problem.”

## The Challenge

MSPs face a host of challenges, but endpoint security is always going to be top of mind. The dangers of customers getting infections are too great, and the difficulties that crop up when networks do get infected are a major pain point. Traditional antivirus protection just isn’t capable of keeping endpoints clean in the face of the volume, variety, and velocity of advanced malware. When a zero-day ransomware variant is capable of encrypting sensitive files on mapped and unmapped network drives in a matter of seconds, signature-based defenses become almost useless.

Larscheid knew something had to change in their endpoint security offering. Not only was it ineffective against zero-day attacks, their solution would push out regular updates to their product, causing a huge increase in network traffic, crashes, and headaches across their client base. On top of that, the lack of a centrally managed platform demanded a lot of time and resources of PC-SPEZIALIST Tuttlingen, which has about 6 full-time employees. On average, one full time employee had to spend two full workdays per week dealing only with infection remediation, which was a significant and costly time investment.

Dissatisfied with their solution, Larscheid went on the search for an endpoint security replacement that was faster, lighter, centrally managed, and could integrate with Autotask, their preferred remote monitoring and management (RMM) solution.

## The Solution

When PC-SPEZIALIST Tuttlingen tried Webroot, Larscheid was immediately impressed. Because Webroot SecureAnywhere® Business Endpoint Protection is fully cloud-based, it protects endpoints in real time without having to bog down computers with regular updates and time-consuming scans.

On top of that, Larscheid was impressed with the improved management functionality of Webroot, “Webroot makes deployment easy for our corporate customers! The integration with Autotask AEM meant we didn’t have to find a whole new stack of solutions -- we just plugged Webroot in and it was ready to go. Best of all is that we have centralized endpoint monitoring and management, which has been a huge time saver.”

*“Due to the ‘exhaustive’ updates of our prior solution, our customers’ endpoints were spending more time being dragged down by their security than actually remediating infections...”*

Larscheid saw other benefits from the switch, “Due to the ‘exhaustive’ updates of our prior solution, our customers’ endpoints were spending more time being dragged down by their security than actually remediating infections -- not ideal when you consider the fact that the solution is only there for one reason: stopping malware.”

## Results

Since making the switch, PC-SPEZIALIST Tuttlingen has seen a 95% reduction in endpoint infections. According to Larscheid, “Webroot has greatly simplified our work when it comes to endpoint security. We’ve seen an increase in efficacy internally, and we’ve heard directly from customers after making the switch that they’ve noticed the difference as well, which is nice validation.”

Larscheid continued, “One thing you don’t hear much about is whether or not endpoint security also deals with potentially unwanted applications (PUAs) and other programs that tend to fly under the radar. Our old solution would miss adware and other PUAs that would eventually invite their “friends” onto the network -- Trojans and other malware. But Webroot has the whole spectrum covered.

“Finally, the time-savings have been considerable,” according to Larscheid. “That employee who used to spend two full days a week remediating infections has been reassigned to other services that add value for our customers. That alone is of considerable value, but when you look at the whole picture, it’s more than that. Our previous solution used to take about two or three hours to install server and endpoint software at a new site. With Webroot, the same effort is finished in less than a third of the time. That’s pretty considerable for a growing company when adding new sites and customers is routine.”

But for Larscheid, it all comes down to this: “Our internal motto for Webroot is this: This is how virus protection should work.”

### About Webroot

Webroot delivers next-generation network and endpoint security and threat intelligence services to protect businesses and individuals around the globe. Our smarter approach harnesses the power of cloud-based collective threat intelligence derived from millions of real-world devices to stop threats in real time and help secure the connected world. Our award-winning SecureAnywhere® endpoint solutions and BrightCloud® Threat Intelligence Services protect millions of devices across businesses, home users, and the Internet of Things. Trusted and integrated by market-leading companies, including Cisco, Citrix, F5 Networks, Aruba, Palo Alto Networks, A10 Networks, and more, Webroot is headquartered in Colorado and operates globally across North America, Europe, and Asia. Discover Smarter Cybersecurity™ solutions at [webroot.com](http://webroot.com).

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