TSpec provides clients with a layered security solution that achieves higher threat protection

tspec

AT A GLANCE

Company

Technical Specialties, Inc.

Industry

Managed Service Provider (MSP)

Products

- Webroot Endpoint Protection
- Webroot DNS Protection
- Webroot Security Awareness Training
- Webroot Email Threat Protection
- Webroot Email Encryption powered by Zix

Key Findings

- Layered security approach saves time and money
- Significant reduction of false-positive alerts
- Webroot products help meet cyber insurance requirements

50%
reduction in false positive and missed threats

70%
reduction in malicious email clicks

~15
minutes to deploy software on client environments

Background

Technical Specialties, Inc. (TSpec) has been in business since 1973 and has stayed ahead of the technology curve by combining their knowledge of their clients' businesses with their expertise across the IT spectrum. TSpec specialized in providing solutions that enable its clients to be more productive by providing a range of services from managed and technical services, to network assessments and structured cabling. They support industries including federal, state and local government, education and commercial markets. TSpec has built a dependable and modern one-stop-shop that businesses and sectors of all sizes can rely on.

Challenge

As TSpec expanded their client base into new industries and regions, they noticed a need for a more robust AV solution. Their previous primary antivirus (AV) solution, Symantec, was a heavy agent that used a lot of computer resources, leading to slow systems and annoying pop-up messages. TSpec clients complained about these issues, as well as false positives and legitimate threats infecting their networks. The high rate of customer complaints and the amount of time spent on remediating threats led TSpec to consider switching to a new vendor.

Solution

TSpec's vendor evaluation process included a short list of requirements for the AV solution. To be considered, the solution needed to have accurate threat detection, a lightweight deployment and reduced client-side notifications.

Teri McMullen, Business Operations Manager at TSpec recalls, "our engineers created test environments to intentionally expose Webroot Endpoint Protection to different malware and ransomware, resulting in Webroot effectively preventing and remediating these test environments. It was an easy decision to switch to Webroot Endpoint Protection as our primary AV vendor".

While satisfied with the Webroot Endpoint Protection results for their AV needs, they recognized that this alone would not be sufficient to provide complete protection for their clients.

To achieve true cyber resilience and protect against data breaches and ransomware attacks, TSpec knew that they would need to offer a layered security approach that included multiple safeguards against different types of threats.

- DNS Protection to help filter, monitor and control all Internet requests

- Email Security with Email Threat Protection to protect against phishing, malware and other email-based threats and Email Encryption to secure communications and prevent unauthorized users from sending out sensitive data

- Security Awareness Training (SAT) to educate clients about cyber security best practices

It was a straightforward decision to enhance our service offerings with the addition of OpenText Cybersecurity including Webroot Endpoint Protection, DNS Protection, Security Awareness Training, and Email Security.

Results

By offering a layered security solution, TSpec now provides clients with a more robust defense against potential cyber threats and ensures systems, data and users are protected to the highest possible extent. In short, it gives clients piece of mind and further enhances the effectiveness of their cybersecurity investment.

TSpec aims to provide best-in-class technical solutions and support for their clients and demonstrates this business philosophy in their client success measurements:

- Number of fires they fight (threat exposure)

- How long are they fighting the fires (threat remediation)

- Overall customer satisfaction level

McMullen has firsthand experience witnessing TSpec and its clients transform and benefit from adopting a layered security solution. The OpenText Cybersecurity work together to reduce the number of security incidents, as well as saves time and money that could be lost due to a cyber-attack.

"After clients migrate to TSpec, they often experience a significant reduction of issues and appreciate the reliability of the solution." McMullen continues, "We've built strong relationships with our clients and seen customer satisfaction grow".

TSpec has also noticed a 50% reduction in time spent on threat remediation thanks to the lowered threat exposure and the user-friendly Webroot Management Console. Webroot works silently in the background, reducing false-positive alerts and notifications, resulting in higher customer satisfaction.

When asked if clients had any feedback on Webroot products, McMullen responded, "Clients love OpenText Cybersecurity. It greatly reduces threat exposure and helps meet some of the cyber insurance requirements".

Our clients trust DNS Protection to keep their mobile devices secure when working remotely and appreciate the security it provides when they are connected to public Wi-Fi services. It is easy to use and adds a level of security to their networks and individual users.

When it comes to education, some clients are not convinced of the value of expanding beyond their AV solution until the worst happens.

McMullen continued, "On occasion I receive a call from a client, 'We have an employee with a virus on their computer, we believe they clicked or opened something.' I always tell those clients that Security Awareness Training could have prevented that."

TSpec has had such a good experience with OpenText Cybersecurity that they look forward to advocating for a multi-layer security solution. The ultimate goal is to arm clients against advanced cyberattacks and ensuring sensitive information is managed with a modern approach. This will help continue to meet and exceed the level of service they have come to expect.