

Telepathy Networks LLC

Webroot cybersecurity bundle boosts revenue by 30% while providing sophisticated protection to client base.



Who is Telepathy Networks LLC?

Telepathy Networks LLC is a family-owned voice and data services provider, serving the US mid-Atlantic region, offering a variety of services from telephony to internet to desktop support.

Replace Ineffectual Anti-Virus Software with a More Streamlined Approach

Telepathy's main goal is to proactively support its clients' data security so that its clients don't have to. In recent years, companies of all sizes have seen a greater frequency of cyberattacks that could potentially close down their business. Jason Silvis, COO for Telepathy, explains further:

“OpenText gives its MSP community phenomenal support to ensure client success. We have weekly calls, and there is virtual training available 24 hours a day, as well as in-person classes if we need it. Working with Webroot, we anticipate a 30 percent increase in revenue from our existing clients.”

Jason Silvis
COO
Telepathy Networks

“When we deployed traditional anti-virus software for our clients to protect their systems, we found that this really slowed down their performance, to the point where regular processes were brought to a standstill. And worse, we found they weren't as effective as expected, so we ended up downloading two or sometimes three different programs to plug the gaps and do the whole job. Not an effective use of compute resources or time.”

After investigating the market for options, Silvis found Webroot Endpoint Protection by OpenText™. This advanced machine learning and cloud-based solution provides multi-vector protection against malicious files, scripts, exploits, and URLs. Purpose-designed for managed service providers (MSPs) such as Telepathy and their small and medium-sized business (SMB) client base, Webroot Endpoint Protection prides itself on its minimal footprint and system performance impact. “We love that we need just the one solution,” says Silvis. “Webroot Endpoint Protection includes an easy computer cleanup tool that runs and cleans any junk off a computer with just a click. Even though we receive lots of updates in Webroot, these don't slow performance as it all runs in the background and updates all the anti-virus malware definitions.”



At a Glance

Industry

Technology

Location

Delaware, United States

Challenge

Protect clients' systems and data in a cost-effective and user-friendly manner as cybersecurity threats continually increase and evolve

Products and Services

[Webroot Business Endpoint Protection](#)

[Webroot DNS Protection](#)

[Webroot Security Awareness Training](#)

Success Highlights

- Anticipated 30% revenue increase from existing clients
- Sophisticated cybersecurity in a cost-effective bundle
- Cybersecurity insurance compliance for clients
- Cloud basis ensures high performance with minimal footprint

“Most of our clients need cybersecurity insurance to run their business. All the insurance requirements are covered in our bundle offer, so instead of having to stack five or more different solutions, our Webroot bundle ticks all the insurance boxes for our clients in one go.”

Jason Silvis
COO
Telepathy Networks

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www.opentext.com/products/security-cloud



Easy Webroot Protection Expansion through Cloud- Based Management Console

All OpenText™ Webroot cybersecurity solutions are consolidated in a user-friendly console. This cloud-based management console gives Telepathy visibility and control over any client devices with the Webroot agent installed. The team can manage multiple sites and locations and leverage powerful remote agent commands. A key benefit of the cloud-driven approach is that the intense processing of malware discovery and analysis is performed in the cloud, without any performance impact on the clients' IT environments.

The management console was one of the reasons why Silvis investigated other Webroot solutions and decided on Webroot DNS Protection and Webroot Security Awareness Training. Webroot DNS Protection helps Telepathy control its clients' networks while maintaining the security and privacy needed to protect users from accessing malicious sites. It can be used to enforce internet usage policies, such as blocking different countries using geofencing, and will stop inbound malware and other DNS-based attacks.

With 82 percent of all security breaches involving a human element*, Webroot Security

Awareness Training is a proven educational approach for reducing risky employee behaviors that can lead to security compromises. Employees learn about subjects such as information security, social engineering, malware, and industry-specific compliance topics. Silvis comments: “We started with Security Awareness Training internally. Our employees receive weekly or biweekly training classes. It's very cost-effective and easy to do. Now, when a scenario happens in real life, our team knows how to recognize and respond to a phishing attack, for instance. Our clients love it too and we are in the process of rolling it out to our whole base.”

Cost-Effective Webroot Bundle Supports Cybersecurity Insurance Requirements

The robust Webroot solutions proved their worth when Telepathy itself became the target of a social engineering scam, involving a planned theft following a cell phone and iPad order from AT&T. Thanks to the team's awareness of the different forms cyberattacks can take, Telepathy was able to catch the thief in the act and save itself over \$3,000 worth of damages. A victim of a phishing email that cost the company more than \$1,000 came to Telepathy after the event to protect and educate itself better. At the time, the client had only four employees. Today,

they have over 200, all comprehensively trained by Telepathy to ensure this scenario does not get repeated. Telepathy's client base is growing rapidly and, thanks to the highly automated Webroot operation, this can be managed with existing resources.

By bundling the Webroot solutions, made easier through the central management console, Telepathy can offer a very cost-effective one-stop shop to its clients. “Most of our clients need cybersecurity insurance to run their business,” says Silvis. “This typically requires an intelligent AI-based firewall, anti-virus, and anti-malware software, as well as effective DNS protection. All the insurance requirements are covered in our bundle offer, so instead of having to stack five or more different solutions, our Webroot bundle ticks all the insurance boxes for our clients in one go.”

He concludes: “OpenText gives its MSP community phenomenal support to ensure client success. We have weekly calls, and there is virtual training available 24 hours a day, as well as in-person classes if we need it. Working with Webroot, we anticipate a 30 percent increase in revenue from our existing clients.”

* 2022 Verizon Data Breach Investigation Report

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OpenText Cybersecurity provides comprehensive security solutions for companies and partners of all sizes. From prevention, detection and response to recovery, investigation and compliance, our unified end-to-end platform helps customers build cyber resilience via a holistic security portfolio. Powered by actionable insights from our real-time and contextual threat intelligence, OpenText Cybersecurity customers benefit from high efficacy products, a compliant experience and simplified security to help manage business risk.