Computer Business Solutions

Webroot and Carbonite solutions enable vendor consolidation that provides clients with personal service and simplified cyber resilience.

Who is Computer Business Solutions?

For over 30 years, Computer Business Solutions (CBS) has provided IT support with a more personal feel to South Florida small businesses. CBS strives to build long-term partnerships with clients, understand their unique needs, and deliver tailored solutions that drive success.

Personalized Risk Assessment to Support Clients' Individual Needs

When CBS started its drive to become a managed services business, the team came across a client active in the insurance industry who had acquired several AppRiver cybersecurity solutions. As Dan Meyers, CEO at CBS, recalls: "This was our first introduction to the AppRiver solutions, and we were very impressed with the level

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Sean Scott
President and Founder
Computer Business Solutions

of customer service and technical expertise that we received while working with this customer. Afterwards, we reached out to partner with them, and the rest is history! Our partnership has grown to include Office 365 and other cybersecurity product add-ons that we now include in our standard offering to our customers. When AppRiver was acquired by Zix and eventually Zix by OpenText, that opened the door for more products to be added to our expanding portfolio."

At the start of a client engagement, CBS conducts a risk assessment based on the National Institute of Standards and Technology (NIST) framework for cybersecurity. This is designed to help businesses of all sizes better understand, manage, and reduce their cybersecurity risk and protect their networks and data. Depending on the organization's individual requirements and budget levels, CBS makes recommendations to achieve these objectives.

This will typically include several of the Webroot and Carbonite solutions to provide email threat protection, prevent data loss through email encryption, and maintain full control of data through Webroot™ Email Message Privacy by OpenText. Carbonite™ Cloud-to-Cloud Backup by OpenText ensures comprehensive SaaS data backup and

At a Glance

Industry

Technology

Location

Florida, United States

Challenge

Providing the breadth of cybersecurity solutions that will support clients in any scenario, while enjoying the benefits of a single vendor relationship

Products and Services

Webroot Advanced Email Threat Protection
Webroot Advanced Email Encryption powered by Zix
Webroot Email Message Privacy
Webroot Security Awareness Training
Carbonite Cloud-to-Cloud Backup
Carbonite Information Archiving

Success Highlights

- Full support for clients' cybersecurity insurance applications
- Regulation compliance for financial services and healthcare clients
- User-friendly management portal for one-stop-shop experience
- Peace of mind and easy and fast data restores
- Supports an excellent CSAT of over 98%

recovery, while Carbonite™ Information Archiving by OpenText provides an easy-to-use, secure, and unified information archive and eDiscovery service, essential for regulation compliance and corporate governance. "Our clients in financial services and healthcare have strict compliance requirements that will often call for the full suite of Webroot and Carbonite solutions," says Meyers.

Clear Value of Webroot Security Awareness Training

In recent years, an increasing number of CBS clients are required to have cybersecurity insurance. CBS is often called upon to support an insurance application, a process that has now become much more comprehensive, moving from a simple single-page application to up to eight pages of requirements. "Offering a cloud-hosted managed service, supported by Webroot and Carbonite, is definitely a big plus for our clients when it comes to cybersecurity insurance," comments Meyers. "Moving from physical file servers in their offices to using tools such as OneDrive or SharePoint as their main business repositories is much more secure in the big scheme of things."

Recently, CBS added Webroot™ Security Awareness Training to its cybersecurity solution offerings. "We used ESET Cybersecurity Awareness Training for a couple of years but saw an opportunity for vendor consolidation to ease the procurement process through OpenText™ Cybersecurity solutions," says Sean Scott, President and Founder of CBS. "Having a one-stop-shop is a real no-brainer for us."

Webroot Security Awareness Training is an inexpensive solution that can make a big difference. Having clear user awareness around issues such as phishing attacks, whether to connect to public Wi-Fi networks, and how to safely use an office device remotely goes a very long way in ensuring a client's data security. Meyers says: "We love it when users who have attended the Webroot Security Awareness Training come to us and ask us about the validity of emails they receive. The fact that they want to check that it is not a phishing email and that they are aware that some domains are not safe shows that they are more informed when it comes to cybersecurity."

Great Partnership Results in Happy Clients

When asked to comment on the partnership with OpenText™, Meyers is clear: "One of our business foundations is the personal touch, and that is exactly what we value with OpenText. Our partner account manager is really proactive in reaching out to us with any new product offers and is very responsive when we need support. Honestly, the level of support on the product, sales, and marketing side, is unlike any that I've worked with in the past, and that is what makes our partnership special."

Scott concludes: "The Webroot and Carbonite solutions are received very well by our client base. We know this as our client reviews are outstanding, always well above industry average. In fact, our most recent customer satisfaction score (CSAT) rates us at over 98 percent. It gives our clients much-valued peace of mind to know that we can very quickly restore their data if they need it. In true partnership with OpenText Cybersecurity, we share best practices and successful go-to-market strategies."

Learn more at
www.webroot.com/us/en/business
www.carbonite.com/business/overview