


Organization name

Viskase

Industry

Food manufacturing

Employees

2,000 globally, 100 in the U.S.

Location

Headquartered in Lombard, Illinois; global offices in North America, Europe, Asia

Endpoint brands

Windows 10 laptops

Primary benefit of
Carbonite Endpoint

Improved productivity for remote sales team



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Martin Polaszewski

International sales team takes Carbonite® Endpoint on the road

Customer Q&A

Martin Polaszewski's IT team at Viskase supports sales reps across five time zones on any given day. To combat travel-related endpoint issues and avoid troubleshooting over remote sessions, his team deployed Carbonite Endpoint to keep new orders coming in and sales reps productive, no matter where they work.

What IT challenges do you face with your remote sales team?

We have a dispersed team of sales reps across the United States, Canada, Brazil and Mexico. Our salespeople are always on the road, and that introduces its own set of IT challenges:

- **Remote users are generally harder to manage** because they're not on your network and are harder to reach.
- **It's difficult to schedule time with field sales representatives** to fix routine issues because they're busy in meetings and need to focus on selling.
- **It's time-consuming to try to fix endpoint issues via remote sessions** — both for salespeople and for our IT team. Trying to transfer files over a remote session link is a pretty frustrating process.

- **And travel hiccups are bound to happen.** I've worked at companies where field reps have had their laptops stolen from the back seat of their rental car. And one of our reps recently experienced a lot of problems with her laptop after it went through a security scanner at an airport. There are always extra hardware risks when employees are on the move.

We wouldn't want any sensitive financial or competitive information on our salespeople's laptops to fall into the wrong hands — even though it's all encrypted. And if one of our remote salespeople's computers stops working due to a hardware failure, the opportunity cost of their lost productivity is high. Their time is best spent selling, not dealing with laptop logistics.

We combat the challenges of off-network users and mitigate their travel risks by putting additional endpoint protection on their laptops. We originally used Mozy for that extra endpoint protection, but we recently upgraded to Carbonite Endpoint to achieve even better results.

How does Carbonite Endpoint help you better manage your remote sales team's endpoints?

Carbonite Endpoint addresses each of our remote team IT challenges by allowing us to deploy remotely, allowing us to back up data to the cloud and allowing users to self-serve (or do nothing) when they need to retrieve lost data or migrate to a new laptop.

- **Endpoints don't need to be on our network** for us to install or run Carbonite Endpoint. We used an automatic deployment tool to push the upgrade to all our remote laptops, and the product features work the same for in-house and remote endpoints.
- **We no longer need to schedule time with field reps when they experience routine endpoint problems.** Our employees can use the self-service functionality to deal with everyday issues themselves, like retrieving lost files or reverting to older versions.
- **We no longer need to migrate off-network employees' endpoint data over remote sessions.** This is probably the biggest benefit for us. Without a robust endpoint backup tool, we'd have to set up remote sessions with salespeople to try to transfer all their files after re-imaging their machine or getting them a new laptop. It's difficult to

schedule time with them in the first place because they're on the road a lot, so we'd end up chasing them down and putting meetings on their calendars. And then transferring files over a remote session link can be slow and finicky. Now, we just grab their files from Carbonite and give them their new or fixed machine with all of their important files pre-loaded. It's a much more convenient and efficient process — and it works, even if we don't have access to their old computer. It requires no user intervention on the end user's side either — which is always a major plus.

- **We no longer have as many travel-related endpoint worries.** Having a centralized copy of our remote employees' endpoint data reduces our fears of lost and stolen endpoints impacting our business. We're really excited to look into using the GPS tracking and remote wipe functionality, too — that's something we've never been able to make use of before, and it would reduce our travel-related endpoint risks even further.

What was your experience of moving from Mozy to Carbonite Endpoint like?

The upgrade was very smooth and straightforward. It just involved loading a new client and tweaking our policy to our liking. The migration didn't take long, and it seems like a pretty seamless acquisition, from a customer standpoint.

In terms of the product itself, Carbonite Endpoint is quite similar to Mozy, but it has more functionality and a more modern user interface. The look and feel of the portal is a lot nicer, and the site design is more up to date and easier to navigate. And we get more features for the same price.

Contact us to learn more – Webroot US

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About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individual and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training and data backup and disaster recovery solutions, as well as threat intelligence services used by market-leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia and Asia. Discover cyber resilience at carbonite.com and webroot.com.