



Gadens Law Firm Reclaims 22 Hours of Lost Productivity Each Month with Webroot® SecureAnywhere™ Business – Endpoint Protection

GADENS LAWYERS AT A GLANCE

Vertical: Legal
 End-users: 305
 Devices: Desktops, Notebooks, Mobile
 IT Manager: Owen Hile

BEFORE

- Antivirus scan: 2 hours
- Infections: 3 Per Week
- Time spent on security management: 6 hours per week
- Notebook protection: "We had to contact the server each time we wanted to do an update."

AFTER

- Antivirus scan time: 2 minutes
- Infections: 0
- Time spent on security management: 30 Minutes per week
- Notebook protection: "I no longer have to worry. They're always up to date."

Background

As an Australian top 10 legal service provider, Gadens Lawyers works with major Australian and multinational clients as well as small to medium-sized enterprises across a range of legal work. The law firm relies heavily on the company's technology-enhanced legal solutions support system, which spans company-owned desktops, notebooks and mobile phones for 305 staff, and includes more than 20 specialised software programs.

Problem

For the past eight years, GadensBrisbane has used a "big three" security vendor to protect its network against malware and other threats. Despite deploying a complete antivirus package, the firm still experienced up to three infections across the network every week.

At best, the software signalled after an infection had occurred; leaving the IT team to clean up the breach, or at worst, re-image the entire PC. It was slow to scan, slow to respond, and difficult for the team to manage.

This gap in security meant the firm's IT team was spending up to six hours a week on security management, resulting in lawyers being unable to work on their computers for hours a time – an inconvenience for the individual, and costly for a business reliant on hourly charging.

Solution

Extremely unhappy with the ineffective performance of their current product, Gadens began exploring alternative antivirus solutions.

While enquiring about Webroot's email filtering service, Owen Hile, IT Manager at Gadens Lawyers learnt about the impending release of Webroot's endpoint protection service.

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Owen Hile
 IT Manager, Gadens Lawyers

Offered a 30-day free trial of the Webroot® SecureAnywhere™ Business – Endpoint Protection, Hile was instantly impressed.

“As soon as we trialed the Webroot SecureAnywhere cloud-based service, I realised it was in an entirely different league to our existing antivirus solution,” Hile said.

“We’ve had no infections at all since we installed the service across the entire network. The Webroot service is amazingly fast and doesn’t affect performance while it scans.

“Webroot’s technical support team was fantastic. Helping us manage integration with our company’s specialised software programs; the team handled our technical issues immediately, giving me great confidence in their knowledge and expertise.”

On average, Webroot’s system scan takes about two minutes to search for rootkits and complex threats—a huge improvement on Gaden’s previous service, which took up to two hours to complete. The scan runs virtually invisibly in the background so employees can continue to use their computers without disruption.

Gadens also needed a service that allowed for easy updates on notebooks, for users who were frequently working offsite. Accessible from anywhere, Webroot SecureAnywhere enables Hile to monitor security statuses, remediate infected machines and initiate scans remotely.

“I no longer have to worry about notebooks that don’t get into the office regularly. With antivirus technology in the cloud, they’re always up to date, which is a huge improvement for us. Previously they needed contact with the server each time we wanted to do an update.”

Benefits

The hours Hile’s team previously spent managing the impact of an ineffective antivirus system can now be put to more productive tasks, and has allowed the team to even bring projects forward.

Not only that, but the price of the Webroot SecureAnywhere Business – Endpoint Protection service was less than the renewal price of Gadens’ existing antivirus package, but in Hile’s view, Webroot SecureAnywhere is the most effective antivirus solution out there.

“In just a month, Webroot SecureAnywhere has reduced our security management time from about 6 hours a week to 30 minutes a week. IT response time is down, firm productivity is up—and at the end of day that’s what matters. For me, it was an easy decision to choose Webroot.”

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About Webroot

Webroot is committed to taking the misery out of Internet security. Founded in 1997, the privately held company is headquartered in Colorado and has operations across North America, Europe, and the Asia Pacific region. For more information visit www.webroot.com.

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