



## Networking Solutions When you install Webroot®, it just works.

### THE COMPANY

Networking Solutions is a full-service IT firm that was founded 11 years ago. With three locations in Iowa – Waterloo, Cedar Rapids, and the Des Moines area – the company provides comprehensive IT services to SMBs across most of the state.

### THE CHALLENGE

For a channel partner, success is often measured by how seamlessly and effortlessly products are deployed and maintained. Problems with products result in two-fold cost: they are disruptive for the customer and can impede employee productivity. Both of these outcomes lead to customer dissatisfaction. At Networking Solutions, chronic technical problems with a legacy provider's security software led partner Rich Eckstein to seek out a more reliable alternative.

*"We spent hours troubleshooting our legacy provider's product," Eckstein recalls. "Often it felt like we were doing this for the vendor, and not our clients."*

**Rich Eckstein, Partner/Business Development , Networking Solutions**

Several years ago, Networking Solutions aimed to standardize on a platform for Internet security in part for training purposes. The idea was that standardizing would simplify training and certification for employees. Once that initial vendor was selected, Eckstein says that Networking Solutions became a very involved partner, even sending some staff members to the West Coast to help with beta testing. However, despite this investment, the ongoing technical issues were becoming increasingly untenable. "It's difficult," Eckstein asserts, "to charge clients for service on



### AT A GLANCE

Partner Type » Reseller

Manager » Rich Eckstein

### BEFORE

- » Disruptive for customer
- » Impeded employee productivity
- » Customer dissatisfaction
- » Chronic technical problems
- » Lengthy service visits

### AFTER

- » Easy to deploy
- » No time spent troubleshooting
- » No training
- » Lengthy service visits are eliminated
- » Do not have to charge customers for troubleshooting work
- » High level of customer satisfaction

a product we recommended.”

## THE SOLUTION

Approximately two years ago, Networking Solutions became a reseller partner of Webroot Inc., a provider of cloud-based security intelligence solutions based in Broomfield, Colo.

*“We made a choice to go with Webroot based on price and performance, the partner program, and ease of use of the product,” Eckstein says.*

**Rich Eckstein, Partner/Business Development , Networking Solutions**

In addition, Webroot offers a managed services option which Networking Solutions is currently exploring, and has products aimed at the mobility space — a burgeoning security market in light of the growing BYOD trend.

## RESULTS

Today, Eckstein is happy to report that the days of troubleshooting are over. “Compared to the complexity of other solutions, Webroot is easy to deploy,” Eckstein says. “There is no troubleshooting and training is a nonissue.” Thanks to Webroot’s straightforward deployment and convenient maintenance, lengthy service visits are eliminated, and Networking Solutions no longer has to charge customers for troubleshooting work, a situation that Eckstein admits is not beneficial for growing service revenues. “We don’t have 10-to-30-hour deployments anymore, and we don’t have to tune the product,” Eckstein says, adding that the toughest aspect of implementing Webroot is replacing the legacy system. Service revenues notwithstanding, Networking Solutions’ business is growing, thanks in part to high levels of customer satisfaction. “It is our goal to be a world class service company,” Eckstein says, and Webroot certainly facilitates Networking Solutions in this pursuit. Of the approximately 350 customers that now use Webroot, not one has had an issue with the product.

*“Webroot has a light footprint on the network, which is really important for those clients that have one or more remote locations,” Eckstein explains. “As a software product, when you install Webroot, it just works.”*

**Rich Eckstein, Partner/Business Development , Networking Solutions**

### About Webroot

Webroot is bringing the power of cloud-based software-as-a-service (SaaS) to Internet security with its suite of Webroot SecureAnywhere® offerings for consumers and businesses, as well as offering its security intelligence solutions to cybersecurity organizations, such as Palo Alto Networks, F5 Networks, Corero, Juniper, and others. Founded in 1997 and headquartered in Colorado, Webroot is the largest privately held Internet security organization based in the United States — operating globally across North America, Europe and the Asia Pacific region. For more information on our products, services and security visit: [www.webroot.com](http://www.webroot.com), the **Webroot Threat Blog**: <http://blog.webroot.com> or **Webroot on Twitter**: <http://twitter.com/webroot>.

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