

CASE STUDY

MDL Technology protects SMBs with Webroot MDR



AT A GLANCE

INDUSTRY

MSPs, Accounting,
Medical and Public
Sector

PRODUCTS

- Webroot MDR powered by Blackpoint
- Webroot Endpoint Protection
- Security Awareness Training (SAT)

KEY FINDINGS

Successfully meet demand growth

COMPANY

MDL Technology
mdltechnology.com

Background

Kansas City, MO based MDL Technology has specialized in worry-free computer support since 2003 and provides a range of services from cloud computing and cybersecurity to disaster recovery and managed services. MDL's experienced team of 20 employees provides 24/7 around-the-clock network monitoring, hosting, data recovery, off site backup security and much more. MDL provides peace of mind security and flexibility to help its customers grow their business with a wide range of services all under one roof. MDL supports a wide range of company sizes and industries including, but not limited to, accounting firms, medical and public sector.

Challenge

MDL began seeing a growth trend for managed security services from its Missouri and Kansas customers. But the challenge wasn't in providing the service, but rather finding and hiring qualified security staff to support this expansion.

Like many companies, MDL's major concern was suffering a cybersecurity incident while they were sleeping. MDL was looking for managed detection and response (MDR) solution to provide cyber resilience that was purpose built for MSPs and easy to deploy with multi-tenancy support. They also needed a solution that could integrate seamlessly with their existing technology investments.

"We have been a happy customer for years, using Webroot Endpoint Protection and Security Awareness Training (SAT) services

– Mark Dryer, President of MDL Technology

Solution

It was crucial for MDL to stay ahead of cybercrimes by adding continuous monitoring, real-time threat detection and active response. MDL conducted a POC in their datacenter with several MDR vendors, including Webroot, to pick the one that best meets their requirements. It was important to provide this added value to their customers.

“During the POC at our datacenter, we were able to quickly deploy the Blackpoint agent with our existing Webroot Endpoint Protection solution without any API based integration.” Mark continues, “during the Webroot MDR POC, I received an alert that one of my customer’s servers had a breach. Security analysts at Blackpoint’s SOC quickly responded and remediated the server remotely in minutes without help from anyone in my team. This whole sequence impressed me and none of the other vendor’s MDR solutions detected this threat.”

MDL chose Webroot MDR because of the positive outcome they experienced during the POC and its ability to meet their criteria for augmenting incident detection and response capabilities with 24x7x365 monitoring and protection. Since deploying Webroot MDR, MDL has onboarded numerous customers utilizing the Webroot MDR offering and are confident they can support more, meeting the demand growth.

“As a trusted advisor to my customers, I am thrilled to report that none of my Webroot MDR managed customers have experienced a breach. I have also been able to address my security staffing requirements and expand my managed security services thanks to Webroot MDR.”

– Mark Dryer, President of MDL Technology

Results

- Help keep SMBs secure from breaches: All of MDL SMB customers managed by Webroot MDR have had no breach so far (9 months)
- Several MDL SMB customers have been able to obtain cyber insurance by meeting the MDR requirement
- Augment MDL security staff with remote security specialists

“We’ve received feedback from some of our customers, they have been able to obtain cyber insurance after meeting the MDR requirement. In the spirit of discussing insurance, MDL’s insurance renewal is coming up and I hope to see its renewal cost go down as a result of having Webroot MDR in place.”

– Mark Dryer, President of MDL Technology

About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, 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.

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