

## Webroot® Spy Sweeper® Enterprise Selected to Secure More Than 30,000 Desktops at One of Largest U.S. Retailers

Webroot was recently selected by a major home improvement retailer (Customer), a Fortune 100 company and one of the largest retailers in the United States, to secure approximately 30,000+ corporate desktops, with the opportunity to secure many more throughout other divisions of the company. Despite the Customer's current installation of Symantec AntiVirus, Webroot Spy Sweeper Enterprise proved far more effective at removing spyware during head-to-head testing and ultimately won the support of corporate IT leaders. Since installing Webroot Spy Sweeper Enterprise, the Customer has removed over 6,900 instances of adware, 21 system monitors and 586 Trojans within its enterprise environment. The following is a brief study describing the Customer's Internet security environment prior to purchase, the factors that led up to the decision to purchase Webroot Spy Sweeper Enterprise, and the impact that Spy Sweeper has had on the Customer's network environment.



### Situation

As one of the largest retailers in the United States with over 2,000 retail locations, the Customer has a vast network architecture with demanding security requirements. Despite its requirement for best-of-breed security solutions, the Customer primarily relied on Symantec Antivirus to protect its network. There were various consumer based free anti-spyware solutions spread intermittently throughout its network to address isolated spyware outbreaks, however, an Enterprise based anti-spyware solution was not installed.

The Customer's awareness of its spyware problem became apparent when its IT help desk began to observe an increase in help desk calls related to employee desktop performance. The typical IT response to performance-related issues was to reimage the desktop. After numerous calls and subsequent desktop reimages, the Customer's IT department became suspicious of the increase in desktop performance related tickets and began to think this increase might be due to spyware infections. However, because there was no specific category for spyware-related issues within its help desk ticket system, the spyware problem went unresolved for a couple years or more. Moreover, the Customer's management mistakenly believed that it was protected through its installation of Symantec Antivirus and was blind to the growing number of spyware infections on the company's corporate desktops.

After witnessing its operational costs increase due to help desk calls and system rebuilds, the Customer decided to pursue additional security measures. Through an existing contact, Webroot's Regional Account Manager was able to convince the Customer's corporate IT department to conduct some head-to-head testing between Webroot Spy Sweeper Enterprise and Symantec Antivirus. The results of this testing clearly revealed the lack of effectiveness by Symantec on spyware-related threats.

In addition, Webroot ran its Spy Audit tool on the Customer's Enterprise network environment which again indicated a high level of spyware infection. This information, combined with the internal test results proved to be fairly alarming to the Customer's IT staff. The decision to purchase Webroot Spy Sweeper Enterprise was made shortly thereafter.

### Challenge

Despite the intent by the Customer's IT department to purchase Webroot Spy Sweeper Enterprise, there were many internal obstacles that prolonged the sales cycle. Budget for this security upgrade was approved, then subsequently denied several times; and convincing other internal departments of the need to upgrade to a best-of-breed anti-spyware solution when Symantec and other free anti-spyware solutions were already installed proved difficult.

## Solution

The Customer's Manager of Desktop Support proved to be Webroot's biggest ally in finally winning budget approval and convincing internal departments of the need to purchase Spy Sweeper Enterprise. It was not only his persistence, but also his creativity that generated enough awareness around the Customer's security flaws that convinced the company to purchase Spy Sweeper Enterprise. After further research into its spyware problem, the Customer's IT department discovered that in addition to the Customer's Symantec installation, various departments had also deployed free versions of consumer based anti-spyware software on many corporate desktops to help remove any isolated spyware infections. Upon learning this, the Customer's Manager of Desktop Support pointed out to his legal department that the Customer was violating numerous freeware license agreements by installing free consumer based software within an Enterprise environment.

To ensure legal compliance, the Customer quickly removed all instances of freeware that were installed on corporate desktops. The removal of these free anti-spyware installations also brought to light the Customer's vulnerability to subsequent spyware attacks within its network environment. This situation ultimately led to final budget approval to purchase Webroot Spy Sweeper Enterprise.

## Results

According to the Customer, the installation of Webroot Spy Sweeper Enterprise on 30,000+ non-retail corporate desktops went smoothly with only a few small issues, mainly due to internal desktop performance issues and older hardware. After installation, data from the initial sweep on the Customer's network yielded the following impressive results:

- Total Adware removed: 6900+
- Total system monitors/keyboard loggers removed: 21
- Total Trojans removed: 586

These results have been communicated to the Customer's Executive leadership team which has helped to facilitate additional Spy Sweeper Enterprise installations within the Customer's organization. The success of Webroot Spy Sweeper Enterprise at securing 30,000 corporate desktops within one of the largest U.S. retailers helps prove not only the effectiveness of Webroot's anti-spyware solution over other free ware and anti-virus solutions "with anti-spyware capabilities", but also provides a testament to the scalability and ease of installation of Spy Sweeper Enterprise within very large corporate environments.