Freedom comes with security for German press

Flexible work requires flexible protection

BECHTLE Verlag&Druck ESSLINGEN

Industry
Publishing

Headquarters
Esslingen, Germany

Employees
7,700 employees including eight IT staff across 14 offices

Challenges
Implement a security solution that fully protects their virtual desktop infrastructure without impacting performance and allowing employees to work anywhere, from any device.

Solution
Bitdefender Enterprise Security to meet requirements for high detection rates, easy administration, and full compatibility with desktop and server virtualization.

Results
- Detected malware files in the network without users' notice
- Deleted malware automatically without assistance from IT
- Reduced security responsibility to one IT staff member
- Allowed employees to securely work from any device, anywhere

THE CUSTOMER

Bechtle, Graphische Betriebe und Verlagsgesellschaft GmbH & Co. KG, founded in 1868, today operates in newspaper publishing and printing and media production. With approximately 7,700 employees at 14 sites around Esslingen, Germany, the company publishes the Esslinger Zeitung, a local newspaper read by more than 100,000 people daily; advertising papers Esslinger Echo, Filder Echo, and Neckar Echo; and other publications.

The company produces about 600,000 newspapers a day, including proprietary products and publications for publishers and corporate groups such as Axel Springer Verlag. In addition, Bechtle has been publishing, in cooperation with Deutsche Telekom Medien GmbH, the local phone directory for Esslingen and surroundings since 1954.

THE CHALLENGE

Bechtle Verlag is undergoing rapid changes, including new business areas, that demand a flexible, dynamically adjustable IT environment. In addition, the editorial office of the newspaper is distributed among several branch offices with multiple editors often working on the same text simultaneously, requiring clever, server-based software. "One of the reasons why we opted for a desktop virtualization solution was to make sure that our editors can always access the texts they are currently working on, independently from where they are," says Oliver Wegener, head of IT at Bechtle Verlag & Druck.

In 2011, while planning the implementation of their desktop virtualization solution, the IT team learned that their existing antivirus solution could not handle virtualized desktops. One reason was that the antivirus scanner would require too many resources to enable smooth operation via virtual desktops. "This meant that the antivirus solution must be based on a virtualization product," said Wegener.

The IT team knew that reliable antivirus software would be vital to the company's operations. The publisher's network features a wealth of confidential data, and cleaning up a computer – a process indispensable after an infection – would be inconceivable in the hectic production environment of a daily newspaper. With these prerequisites in mind, Wegener's team started its search for a new AV solution.

THE SOLUTION

The team's technical requirements – high detection rates, easy administration, full compatibility with desktop and server virtualization – led them to Bitdefender GravityZone Enterprise Security.

"We felt that we were taken seriously with our request right from the beginning," says Wegener. "The very personal way in which the Bitdefender staff responded was exceptional. We had quite different experiences with other providers. We were looking for a turnkey solution and got it from Bitdefender."

From the beginning, GravityZone worked perfectly in conjunction with their VMware virtualization solution. In a first step, the IT team tested the antivirus solution on individual desktops. As they found the solution did not affect daily work, the solution was installed on nearly all 200 personal computers running on Windows 7 – including some notebooks.

The team also installed GravityZone on the more than 70 Windows-based servers that run various services, such as file, e-mail, web, ad management and SAP servers. These servers are a mixture of physical and virtual machines (VMs). On both types, GravityZone worked perfectly. To implement the solution, only a slim agent is installed on the servers and clients. The agent creates hash values of all files stored on the hard disk and sends them to an external scan server or to the Bitdefender cloud service where the files are classified. This takes the workload off clients and servers.

THE RESULTS

The GravityZone management software obtains information on virtual desktops and servers directly from the VMware VCenter, independently from the actual location of the computer. Using the tree structure populated in the management software, a few clicks distributes the antivirus agent to the PCs and servers.

Every day, the agents detect malware files in the network. The editing staff hardly ever notices that the antivirus solution is working. If the GravityZone agent detects malware, it displays a message. Wegener says the security solution usually deletes malware automatically. Only in exceptional cases, such a file must be deleted manually by one of the eight IT staff members. One member of the team is primarily in charge of the security solution, while the others can also administer GravityZone after a brief training session.

Now, thanks to desktop virtualization, employees can seamlessly and securely work from any device, anywhere. Wegener says this improves time management and lets the editors on duty for the weekend work from their private computers, remotely. "There are no security issues arising from this," says Wegener. "The virtual machine is configured in such a way that data, for example from a USB storage medium plugged into the computer, cannot be copied to the VM."

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Oliver Wegener, Head of IT,
Bechtle Verlag & Druck

Bitdefender Footprint
Bitdefender GravityZone
Enterprise Security suite:
- Security for Endpoints Physical Servers
- Security for Endpoints Physical Workstations
- Security for Exchange
- Security for Virtualized Environments CPU

IT Environment
- Microsoft
- VMware