

# Esurance reduces risk with layered security

Bitdefender improves detection accuracy, accelerates software innovation, increases operational efficiency



## THE CHALLENGE

Years ago, the only way to purchase insurance was through an agent during normal business hours. Esurance changed all that by selling insurance directly to consumers via the Internet or phone. Esurance again led the industry with an initiative to make its workforce more agile with cloud-based tools and applications.

The move to cloud revealed gaps in the Symantec security solution Esurance was using. For example, Symantec inconsistently distributed updates, leaving certain systems unprotected. In addition, field workers would not plug into the corporate network for weeks or months at a time, missing security updates.

To address these issues, IT tested various security solutions, including Bitdefender, CrowdStrike Falcon, Trend Micro, Carbon Black and Palo Alto Networks. Bitdefender rapidly rose to the top.

“By moving to cloud, we needed a product like Bitdefender that was easy to manage and deploy via a single console,” says Lance Harris, Chief Information Security Officer, Esurance. “Unlike other niche-oriented products, Bitdefender provides a holistic, layered solution with endpoint detection response (EDR), anti-virus, anti-malware, behavior learning, and patch management all wrapped together.”

“In testing, Bitdefender was the best at blocking, catching, and quarantining infections missed by the other solutions. Our operations team was sold on how it only took two or three days to get Bitdefender running in our test environment compared to the two to three weeks the other vendors needed.”

## THE SOLUTION

Today, Esurance relies on Bitdefender GravityZone Ultra Suite to protect 8,500 physical and virtualized servers, workstations and desktops at 15 locations across the United States. Environments include Microsoft Windows, Linux, Mac, Citrix and VMware.

GravityZone Ultra Suite provides Esurance with EDR capabilities, such as tunable machine learning, strong heuristics, continuous monitoring of all running processes and advanced anti-

The Esurance logo, featuring the word "esurance" in white lowercase letters on a dark blue rectangular background.

Esurance, one of the nation's leading insurance firms, provides auto, homeowner, motorcycle, and renter insurance directly to consumers online and over the phone, 24x7. With 3,000 associates, Esurance serves customers in 43 states.

**Industry**  
Insurance

**Headquarters**  
San Francisco, California, USA

**Employees**  
4,000 (IT staff, 15)

- Results**
- Improved accuracy of detection response and decreased false positives, improving user experience
  - Helped accelerate software development and innovation with automated security
  - Reduced weekly number of trouble calls from 10-12 to zero
  - Decreased number of FTEs managing security from four to 1.5
  - Consolidated management of multiple security capabilities via a single console

exploit, as part of Bitdefender's layered next-generation protection. Esurance also relies on the Patch Management module to keep operating system and applications up to date. All these capabilities are consolidated in a single solution, which Esurance manages centrally via a cloud console.

In only two weeks, Esurance IT deployed Bitdefender to all users. Applications protected by Bitdefender include Microsoft SQL, Splunk, SAS and Esurance custom-developed solutions, such as their claims and sales applications.

## THE RESULTS

"GravityZone Ultra is the next step in security protection," says Harris. "EDR makes detection more accurate and provides a solid background on what's happening at the endpoint. This helps us decide how to respond—whether we quarantine, lock down or delete files."

Before, Symantec ran on four servers with multiple agents on each endpoint, complicating management.

"Now, when operations notices the CPU is slowing down, I have one GravityZone agent to disable to demonstrate that Bitdefender is not the issue," Harris says. "We don't have to play a cat-and-mouse game of disabling multiple agents one by one to root out the cause."

Not only has GravityZone blocked infections far more successfully, but it has significantly decreased false positives. Both improvements help improve user experience and save time for IT.

Previously, IT needed to travel to users' locations to remove infections and clean systems two to three times a week. Overall, IT was receiving 5-10 trouble tickets weekly, compared to zero now. Since moving to Bitdefender, IT no longer needs to make site visits and has regained time for other projects.

With Bitdefender, 1.5 full-time equivalents (FTEs) manage security for the entire company, compared to four people managing the previous Symantec environment.

A productive working relationship with Bitdefender has generated tangible gains for Esurance.

"We evaluated Bitdefender's EDR and patch management solutions as a pre-beta site. Bitdefender's software development and customer support teams listened closely to our suggestions and we've been pleased with future releases and road map changes. It's been a great experience working with Bitdefender."

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Lance Harris, Chief Information Security Officer, Esurance

### Bitdefender Footprint

- GravityZone Ultra Suite
- Patch Management
- Cloud Management Console

### IT Environment

- Citrix
- VMware

### Operating Systems

- Apple (Mac)
- Linux
- Microsoft (Windows)