

Bitdefender®

Case Study

Great Expressions Dental Centers turbocharges growth with advanced security

Bitdefender delivers substantial operational efficiency and infrastructure performance gains while improving protection



THE CUSTOMER

Great Expressions Dental Centers (GEDC) is one of the largest dental service organizations (DSOs) in the United States and operates over 275 dental locations in 10 states.

THE CHALLENGE

GEDC is on a roll. Growing from 23 to 277 offices in 15 years, GEDC anticipates their growth to continue. Yet GEDC's prior security solutions, including Viper, Sophos, McAfee, and Symantec Endpoint Protection, were presenting risk, performance issues, and operational inefficiencies as the company grew.

Sophos, for example, failed to completely block the WannaCry attack. More recently, Symantec impacted performance of one file server so severely that IT had to remove the software, exposing GEDC to risk.

To resolve these issues, GEDC's IT team conducted a 30-day evaluation of Bitdefender GravityZone Elite Suite, Symantec, and McAfee solutions.

Kevin Schokora, Director, IT Operations, GEDC, recalls, "Bitdefender passed our technical evaluation with flying colors. Bitdefender was easy to use and didn't slow down our systems. It offered advanced security, patch management, and encryption in a single package. Instead of working with multiple security vendors, Bitdefender provides us with a multi-layered solution and a single hand to shake.

"Another critical point was Bitdefender's integration with Nutanix—which we are now rolling out across our entire virtual environment."

THE SOLUTION

GEDC depends on Bitdefender GravityZone Elite Suite to protect 4,400 Windows-based workstations and virtual servers in a Nutanix environment across 275 sites. Applications protected



Industry
Healthcare

Headquarters
Southfield, Michigan, USA

Employees
~3,600 (IT staff, 32)

Challenges
Prior security solutions failed to block ransomware, were difficult to manage, and slowed down system performance.

Solution
Bitdefender GravityZone Elite Suite protects over 4,400 workstations, laptops, and Nutanix-based virtual servers across 275 sites.

Results

- Deployed GravityZone in three weeks instead of the two months originally planned
- Increased number of virtual servers on average running per host from 21 to 31
- Onboarded new desktop technician in one month instead of two months
- Deployed thousands of patches automatically with one person versus six staff
- Provided better management efficiency, infrastructure performance, user experience, and improved protection

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by Bitdefender include: ERP, billing, Sage financial management, and Microsoft Exchange. GEDC also uses the integrated Full-Disk Encryption and Patch Management modules.

Deployment went so fast that it was fun, according to Schokora. "I'm the kind of person who likes to push and get things done quickly. My technical team installed Bitdefender and removed Symantec across our entire environment in three weeks when I had allocated two months. How often does that happen?"

THE RESULTS

Because GravityZone consolidates security, encryption, and patch-management capabilities that were formerly spread across multiple solutions, GEDC has improved operational efficiency.

Schokora says, "With Bitdefender layered next-generation security, we're getting advanced protection, better compliance with PCI and HIPAA, and it's taking us less time to manage. Bitdefender allows us to continue our growth model and mature from a security and infrastructure perspective."

Since GEDC moved to Bitdefender, performance issues have disappeared. In fact, GEDC increased virtualization density with hosts running 31 virtual servers on average compared to 21 before.

"Bitdefender has earned our trust every step of the way by preserving performance of our infrastructure that previous security solutions slowed down," states Schokora. "We're providing users with a great experience while protecting them. This helps us serve our patients without compromising quality, productivity, and safety."

Schokora credits GravityZone with substantial time savings. "The cloud console is easy and intuitive to use. That allows my technicians to spend less time keeping the lights on and more time for project work, which provides better business value."

In fact, a new desktop technician was onboarded in one month instead of the two months it usually takes for a new administrator to get trained.

Now, GEDC can deploy patches automatically to thousands of systems from the same GravityZone console used to administer security and encryption. One person manages distribution of patches instead of six staff previously.

"With streamlined patch management, we're maintaining secure patch levels and reducing risk," explains Schokora. "In fact, we're three weeks ahead of schedule in deploying patches across the company."

Disk encryption also takes less time to administer because it is integrated with GravityZone and is easier to use than GEDC's prior solution, WinMagic. For the first time, GEDC could successfully encrypt Windows 10 workstations.

"Bitdefender reliably protects our growing enterprise, while eliminating the 'performance tax' the previous security solution imposed on our infrastructure," summarizes Schokora. "It also helps our IT staff save time on managing security, so they can focus on strategic projects."

Bitdefender customer support also shines, explains Schokora. "My technicians told me what a positive experience they had with Bitdefender customer support. This is unusual since I generally only hear about the bad experiences. Bitdefender is more than a vendor. They are a true partner."

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Kevin Schokora, Director, IT Operations,
Great Expressions Dental Centers

Bitdefender Footprint

- GravityZone Elite Suite
- GravityZone Cloud Console
- Full-Disk Encryption module
- Patch Management module

IT Environment

- Microsoft
- Nutanix

For more information visit:
bitdefender.com/business

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