

Company takes out advanced security threats with precision

Bitdefender stops attacks, streamlines global security administration, and promotes infrastructure performance



THE CHALLENGE

Security was once a regional affair at this company. As a global operation, they used separate installations of Sophos solutions for the Americas, Asia-Pacific, and Europe. The challenges were that security management was not centralized, policies were not always consistent, and security reporting and analytics were not easily shared.

When IT wanted to consolidate the Sophos installations, it discovered the solution lacked the ability to centrally manage its far-flung global environments. In addition, Sophos was regularly missing infections, putting an increased burden on IT to manually resolve issues and restore data from affected systems. Sophos scanning also made workstations run more slowly.

In response, IT evaluated and tested Symantec, Bitdefender, as well as a newer Sophos solution. Bitdefender GravityZone was the stand-out choice.

The company's IS Support Specialist, Advanced Client Technology, explains, "The suite of layered next-generation security technologies in GravityZone was powerful and effective. We liked that we could easily manage security for all servers and workstations globally from a single console. We also found that GravityZone scanning did not slow down user systems."

THE SOLUTION

The company depends on Bitdefender GravityZone Elite Security to protect 10,900 servers and workstations running corporate services and application development. The physical workstations run on Windows and MacOS and the physical servers run on Windows and Linux. The virtualized environment comprises VMware vSphere infrastructure and a small Microsoft Hyper-V deployment.

In addition, the company uses Bitdefender to protect 4,000 virtual servers in its Amazon Web Services (AWS) cloud-based estate, supporting Web services, software development, and other functions.

To assist with the security rollout, Bitdefender Professional Services provided the company's IT with planning, design and configuration services, as well as e-learning-based training sessions.

"Bitdefender's Professional Services team was extremely helpful from when we began planning the migration until everything was up and running," recalls the IS Support Specialist. "It was amazing how much time they spent with us. The quality of Bitdefender training was great, and we got up to speed on GravityZone quickly."

This global provider of positioning, modeling, connectivity, and data-analytics solutions with offices in 35 countries supports customers in agriculture, construction, geospatial mapping and transportation, and logistics with products and services that improve productivity, quality, safety, and sustainability.

Industry

Technology

Headquarters

Sunnyvale, California USA

Employees

15,000 (IT staff, 125)

Results

- Improved protection against advanced threats
- Decreased the number of IT help desk calls by 30 percent
- Increased infrastructure performance and efficiency
- Reduced average weekly time spent on security administration by 30 percent

Like Professional Services, Bitdefender's Customer Support team has demonstrated a strong commitment to the company's success.

The company's Systems Engineer, Corporate Information Systems, comments, "Right from the get go, Bitdefender has been very responsive. Any time we have a question or issue, they get right back to us and resolve it quickly."

THE RESULTS

Security has greatly improved since the company moved to GravityZone Elite, which rapidly identifies and resolves advanced infections. GravityZone Elite incorporates an endpoint-integrated sandbox to analyze suspicious files, detonate payloads, and report malicious intent to administrators.

"With Sandbox Analyzer, our users are fully protected," states IS Support Specialist. "It's hard to know when something is spam or a phishing email these days. Even if a user clicks on a bad link, GravityZone zaps it before it does any harm. Plus, GravityZone protects us from extremely difficult to detect fileless attacks."

Another benefit of GravityZone is that workstations and servers don't become sluggish during scans. The Systems Engineer says, "Bitdefender is outstanding when it comes to performance and efficiency. Even as our infrastructure grows, there has been no negative impact on performance."

IT also likes GravityZone's ability to scale and be reconfigured quickly. The company's IS Support Specialist says, "We've been impressed with GravityZone's quickness and ease of use. It's simple to deploy a new virtual server or make a policy change."

Further evidence of GravityZone's impact is a 30 percent decrease in IT help desk calls. IT credits the drop to improved security and infrastructure performance. Plus, IT now spends 3-4 hours managing security per week with GravityZone compared to 5-6 hours when Sophos was running.

"We get great visibility into what's happening inside the clients and can quickly identify the root cause in case there is a problem. With Bitdefender, security is typically not the issue," the IS Support Specialist explains. "GravityZone's interface is built so well we can present views to non-technical managers that are easy for them to understand."

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IS Support Specialist, Advanced Client Technology

Bitdefender Footprint

- GravityZone Elite Security
- GravityZone On-Premises Console

IT Environment

- Amazon Web Services (AWS)
- Microsoft Hyper-V
- VMware vSphere

Operating Systems

- Apple (Mac)
- Linux
- Microsoft Windows