# Bitdefender®

# Human services organization helps bring security to people's lives

Bitdefender protects delivery of vital human services and confidentiality of private client data against cyberattacks



## THE CHALLENGE

The organization was concerned that its previous endpoint security software provided by Symantec would not provide adequate protection against ransomware. Such a breach would compromise clients' personal confidential information and interrupt delivery of vital services.

Another concern was that a security breach could impede their continued expansion of innovative services. In nine years, the organization has grown from a $56 million to $100 million organization with 26 locations. They also recently partnered with another non-profit in an initiative that will add new services and clients and increase the employee count from 1,400 to 1,650. In addition, their prior security solution consumed significant CPU resources, which in turn slowed users' workstation performance.

To close the security gap, their chief information officer decided to conduct a head-to-head test of four leading solutions. He recalls, "During tests of Bitdefender, Kaspersky, Sophos, and Symantec solutions, Bitdefender was off the charts with a 99%-plus success rate. The other solutions caught significantly fewer infections."

"Not only do we value that Bitdefender provides the best protection against cyberattacks, but we like that it is cloud-based, easy to deploy and configure, and it scales well. The seamless support of Nutanix, Microsoft Azure, and our other applications is another plus."

## THE SOLUTION

The organization deployed Bitdefender GravityZone Elite Security to protect more than 1,700 physical desktops and virtual desktops and servers across 15 locations, including schools, correctional facilities, and health clinics. Protected environments include Citrix XenDesktop, Microsoft Azure, and Nutanix Enterprise Cloud.

After pre-deployment testing, the organization's IT team rolled out GravityZone to 675 physical desktops in only two weeks.

## THE RESULTS

Since using GravityZone, the organization has not experienced a single infection breaching the environment. Because GravityZone uses minimal CPU resources, end-users no longer

---

This award-winning non-profit human services organization provides children, adults, and families with resources to help them rise above adversity. Serving greater New York City, the organization delivers juvenile justice, child welfare, early childhood and special education, and health services to 12,000 individuals each year.

**Industry**
Human Services

**Headquarters**
Yonkers, New York, USA

**Employees**
1,400 (IT staff, 3)

**Results**
- Reduced time to install security software per device from 10 to 15 minutes to less than five minutes

- Improved protection and monitoring against ransomware and zero-day threats

- Provided scalability to add hundreds of new endpoints with ease

- Eliminated security-related trouble calls

- Rolled out Bitdefender to 675 workstations in two weeks

complain about slow performance during antimalware scans. As a result, trouble calls from users have been eliminated.

"Anytime someone tries to access an infected file, Bitdefender quarantines it immediately," explains their CIO. "Bitdefender's multi-layered approach is extremely effective. It constantly monitors and manages behavior and alerts us to something that is out of whack or is a not yet known exploit or zero-day threat."

Security administration also has become more streamlined. For example, it now takes less than five minutes to install GravityZone on a desktop compared to 10-15 minutes before. GravityZone also automatically updates all endpoints instead of putting the onus on IT to manually administer them.

"With GravityZone, we log onto one pane of glass to see all devices and manage our security. Because GravityZone is cloud-based, I got rid of my old Symantec server. So that's one less server I need to pay for and maintain. I have a lean team here so saving hours week after week is huge," according to their CIO.

GravityZone's easy manageability and installation also will make it easier for the organization to scale the infrastructure to include an additional 400 workstations—an increase of 24%—as the firm prepares to partner with another non-profit.

The organization's chief information officer has been so satisfied with Bitdefender that he is evaluating adding two new GravityZone modules, integrated Patch Management and Full Disk Encryption, to deliver even more security and automation.

"We have a true partnership with Bitdefender. Customer support has been super-fast and thorough when we contact them. A project manager proactively calls to make sure we're using the product efficiently. Bitdefender provides us with peace of mind that we are doing everything possible to protect the privacy and confidentiality of the people we serve."

*"Bitdefender's multi-layered approach is extremely effective. It constantly monitors and manages behavior and alerts us to something that is out of whack or is a not yet known exploit or zero-day threat."*
Organization's Chief Information Officer

**Bitdefender Footprint**
- GravityZone Elite Security

- GravityZone Cloud
  Management Console

**IT Environment**
- Citrix XenDesktop

- Microsoft Azure

- Nutanix Enterprise Cloud