

Top regional university scores high for threat protection

Bitdefender keeps out ransomware, shrinks volume of security-related trouble tickets, and decreases endpoint licensing costs



Founded in 1869, Trinity University is the #2 regional university in western U.S. according to US News and World Report. Today, the San Antonio, Texas-based university offers undergraduate and master's degree programs to 2,480 students.

THE CHALLENGE

It was the final straw. During a routine update, Trinity University's prior Sophos security software accidentally deleted protection from 550 endpoints. Trinity's security team spent a day and a half manually reinstalling Sophos, scanning endpoints, and removing infections.

Meanwhile, users were growing increasingly frustrated that their workstations ran slowly during Sophos updates and scans. When Trinity began rolling out a virtual desktop infrastructure (VDI), Sophos often did not recognize or update the virtual desktops.

As the burden on IT and security grew, Trinity decided to evaluate alternative solutions from Bitdefender, Malwarebytes, Sophos, Symantec, ESET, and Trend Micro. The evaluation led to the choice of Bitdefender GravityZone Enterprise Security and GravityZone Business Security.

Joe Hatch, Systems Administrator, Trinity University, "Our testing showed that GravityZone was head and shoulders above the other security vendors with detecting and remediating malware. GravityZone protected everything including Macs, PCs, virtual desktops, and virtual appliances and gave us a single pane of glass to manage it all."

THE SOLUTION

At Trinity, GravityZone Enterprise Security protects nearly 3,300 Microsoft Windows and Apple workstations, Windows and VMware vSphere servers, and VMware Horizon View virtual desktops. Trinity also uses GravityZone Business Security to protect 400 student laptops and desktops.

Applications protected by Bitdefender include Colleague, Elucian, B.A.S.I.S. V Best Access Systems, SAP BusinessObjects, SITEMASTER by Matrix Security and Informer.

Deployment was a breeze. It only took a few days to install GravityZone across 1,600 physical endpoints, and a few hours to deploy across virtual servers and desktops. As the environment has grown, adding endpoints continues to be easy and streamlined.

Industry

Higher Education

Headquarters

San Antonio, Texas, USA

Employees

800 (IT staff, 45)

Results

- Reduced volume of security-related trouble tickets by 95 percent
- Achieved 100 percent success with blocking threats
- Improved endpoint performance by 100 percent
- Reduced weekly security administration from 20-30 hours to 2-3 hours
- Decreased endpoint licensing costs by 30 percent

THE RESULTS

Since deploying GravityZone, Trinity has not experienced a single breach. Even when a network upgrade accidentally disabled the firewall, Bitdefender alerted IT and quarantined about a dozen endpoints that were being targeted by ransomware. Before any harm was inflicted, the firewall was restored.

Because GravityZone automates threat detection and remediation, the IT and security teams are more efficient.

"We've seen a 95 percent reduction in volume of security incidents we need to manually analyze and remediate," explains Hatch. "Bitdefender immediately flags threats and resolves them, relieving a tremendous burden on the internal teams. When we need to get involved, we generally remediate right from the GravityZone console. Before, we needed to send a tech to the site to resolve an issue, which took anywhere from one hour to a day and a half."

In fact, Hatch reports the 20-30 hours he spent managing security decreased to 2-3 hours per week: "There used to be many late nights. I don't ever want to have to do that again."

Hatch adds, "GravityZone reporting is more detailed and accurate than we had before. The reports help security analysts pinpoint trends and keep on top of things more quickly and effectively."

Cost savings also have been considerable. For example, Trinity reduced endpoint licensing costs by 30 percent with GravityZone.

Plus, users report snappier workstations and virtual desktops, and better protection.

"Sophos would run five programs on each endpoint, making them sluggish, especially when scans were running," recalls Hatch. "With GravityZone, endpoint performance has increased by 100 percent while the volume of security-related trouble calls has dropped 10x. User satisfaction is at an all-time high, largely due to Bitdefender."

Hatch values the close partnership between Trinity and Bitdefender. He says, "We've worked with McAfee, Symantec and Sophos but Bitdefender's customer support is by far superior. We no longer wait hours or days for a response. Bitdefender resolves issues promptly with knowledgeable, highly skilled techs. This commitment to the customer is ingrained in Bitdefender's culture and increases our confidence that we're well protected at all levels."

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Bitdefender Footprint

- GravityZone Business Security
- GravityZone Enterprise Security

IT Environment

- VMware Horizon View
- VMware vSphere

Operating Systems

- Apple (Mac)
- Linux
- Microsoft Windows