

City of Chubbuck keeps resident services online with cybersecurity

City government eliminates security breaches, relieves security administration time by 50 percent, and increases employee workstation performance



THE CHALLENGE

More is not always better, as City of Chubbuck, Idaho, discovered. Chubbuck's government depended on a myriad of cybersecurity solutions, such as ESET, Microsoft Windows Security, Symantec, and Malwarebytes. The problem was malware and other threats occasionally attacked the infrastructure, disabling affected workstations used by city employees for hours or even a day.

Chubbuck's IT team evaluated Bitdefender GravityZone and Malwarebytes Endpoint Security and determined that Bitdefender GravityZone was the superior solution, according to Sergei Tomin, IT Director, City of Chubbuck

Tomin explains, "Bitdefender GravityZone really stands out because it looks more deeply into the infrastructure, so the protection is better. We also were impressed with the tight integration of GravityZone with VMware's hypervisor and NSX security environments."

THE SOLUTION

Today, City of Chubbuck depends on GravityZone Elite to protect Microsoft Windows workstations and servers, as well as VMware ESXi virtual servers. The City's applications protected by GravityZone include Microsoft Active Directory, Microsoft Exchange and Microsoft SQL Server.

The City uses GravityZone Elite's Sandbox Analyzer, an endpoint-integrated sandbox to analyze suspicious files, detonate payloads, and report malicious intent to administrators, and HyperDetect, a next-generation security layer that provides tunable machine learning with advanced heuristics and anti-exploit techniques.

In addition, City of Chubbuck uses GravityZone Patch Management to automate patching of operating systems and applications for improved compliance and efficiency.

Chubbuck is a fast-growing city in Bannock County, Idaho, United States with a population of 14,869.

Industry

Government

Headquarters

Chubbuck, Idaho, USA

Results

- Breach occurrences dropped from one per year to zero
- Endpoint performance increases by 10 percent
- Weekly security administration decreased from 10-12 hours to 4-5 hours
- Patch compliance improved from 30 to 70-80 percent

THE RESULTS

Now that Bitdefender is on alert, Tomin sees that malware, Trojans and other threats are consistently blocked. Since deploying Bitdefender, City of Chubbuck has not experienced any breaches, compared to about one every year.

“GravityZone Elite provides us with continuous, powerful protection across all layers of our environment,” states Tomin. “We also like that GravityZone can block, strip, and whitelist files with a lot of granularity.”

From the GravityZone console, Tomin uses Bitdefender Sandbox Analyzer to test questionable files easily in a secure workspace. Before, he needed to migrate suspect files to an isolated workstation for analysis.

Tomin recalls, “I used to spend at least 10-12 hours a week monitoring the infrastructure and going to user workstations to investigate potential issues and run scans and cleaning. Now, I spend 4-5 hours a week logging into the GravityZone console each day to review reports and remotely initiate tasks as needed.”

GravityZone runs on a single VMware NSX host server as opposed to agents running on virtual machines (VMs). This improves performance since resource-intensive security tasks, such as antimalware scanning and threat-database updates, run on a dedicated security server rather than each VM.

“GravityZone is a lightweight, agile, slick and fast security solution,” states Tomin. “We estimate endpoint performance has improved by at least 10 percent. Users no longer deal with slowdowns every time scans kick off.”

Users also are pleased that their workstations are no longer taken off-line while security issues are being investigated. Most importantly, the City can deliver vital residential services without interruption. Tomin estimates workstation availability has increased while the volume of security-related trouble calls has dropped.

GravityZone Patch Management also has contributed to better security and efficiency now that security, system, and application patches and upgrades are completed more reliably.

Notes Tomin, “Since deploying GravityZone Patch Management, we’ve increased our compliance with the latest patches and upgrades from 30 to 70-80 percent. I just roll them out instantaneously from the console instead of physically going to each user workstation. Before, I used to spend an hour or two a day on patches. Now it’s no more than minutes daily.”

Tomin appreciates Bitdefender’s commitment to City of Chubbuck. He says, “We have a great working relationship with the Bitdefender’s support engineers and sales teams. They always get back to very quickly. It’s a good feeling to have your security vendor show such commitment and responsiveness.”

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Sergei Tomin, IT Director, City of Chubbuck

Bitdefender Footprint

- GravityZone Elite
- GravityZone Patch Management

IT Environment

- VMware ESXi
- VMware NSX

Operating Systems

- Microsoft Windows