



Surrey Community Development Trust Improves Endpoint Security and Protects Staff Productivity with VIPRE Enterprise

“Security is incredibly important to us, but it should not come at the expense of the user experience. Using VIPRE Enterprise, we have achieved better performance across our workstations and superior security for the organisation. VIPRE Enterprise has definitely exceeded our expectations.”

Andrew Hogwood,
IT Support Officer

Surrey Community Development
Trust



Situation

SCDT (Surrey Community Development Trust) is a not-for-profit organisation that provides support and housing to vulnerable individuals. Since it was established in 1972, the charitable body has helped over 14,000 people, providing individuals with support through crises and difficulties, and helping them gain the skills to live more independently.

SCDT has over 90 employees across its 18 offices, with most based at its head office in Leatherhead, Surrey. Each office is supported by a wide area network, which provides connectivity to core email, productivity and accounting systems from the organisation's central data centre. Andrew Hogwood, IT Support Officer for SCDT is responsible for running the organisation's data centre, network, and workstations.

Challenge

As part of its security infrastructure, SCDT ran an antivirus solution from an established vendor, but the impact it had on the performance of the organisation's workstations severely affected employees' ability to work.

On average, a quick scan took over twenty minutes to complete and during this time even simple tasks such as opening spreadsheets or email proved problematic. “Endpoint security is a serious requirement for SCDT because of the sensitive nature of the information we deal with. However, the user feedback was so bad that we considered not running scans at all, so that users would not be stopped or slowed down in their work processes,” said Hogwood.

In addition, the central console for managing the antivirus solution was also extremely poor: tasks such as managing updates and checking on agent status took far longer than expected. Hogwood also found it difficult and time-consuming to get support from the vendor when it came to problems, with some calls not being responded to. Overall, SCDT was not seeing enough value from its antivirus product.

SCDT required a security solution that would deliver antivirus and antispymware protection, as well as provide a simpler management platform for the IT team. The impact on system resources was a key

requirement, as any product considered would have to be extremely light when it came to running scans.

Solution

Following a search of security and antivirus providers, Hogwood came across Sunbelt Software's VIPRE Enterprise. VIPRE Enterprise provides:

- Simpler deployment with Centralised Management Console and Active Directory integration, including support for deployment of client agents across the WAN.
- Better performance through new malware scanning engine and light system footprint. A single engine approach ensures that user workstations are not heavily impacted by scans being carried out, while also protecting against viruses, spyware and Trojans.
- Protection for both workstation and server environments

Results

Hogwood implemented VIPRE Enterprise across SCDT's 106 workstations as well as on the nine servers within the organisation's main data centre. Performance has been improved dramatically: each scan can be scheduled using the Centralised Management Console and takes only four to five minutes to complete on the servers, while desktop scans take around ninety seconds on average.

The Centralised Management Console makes it easy for Hogwood to push out new updates and check that workstations are at the current version of VIPRE. He can also carry out reports across the network quickly and efficiently provide management information on threats blocked and remediated.

After implementing VIPRE Enterprise, user feedback has been extremely positive. Users do not notice when the scan is taking place, removing a significant pain point for them. “Before VIPRE, there would always be a groan from the user whenever a system scan started; now, they don't even notice that the scan is ongoing. Secondly, we have been able to roll-out scanning at the server level as well. We could not have achieved this without VIPRE Enterprise's excellent performance characteristics,” commented Hogwood.



Sunbelt Software