CITY OF ST.MARYS

Summary

The City of St. Marys is on the coast of Southern Georgia. The city's small IT team is responsible for sustaining city operations to support services for its 20,000 residents.

Challenge:

To replace complicated security tools and processes with one, automated and affordable solution to reduce time spent rebuilding infected computers.

Solution:

VIPRE delivered the perfect balance of simplicity and affordability to ensure the IT department could accomplish tasks easily and quickly.

VIPRE Transforms Security Management in Coastal Georgia City

The IT department of the City of St. Marys on the Southern Georgia coast was spending about 40 hours a week rebuilding computers infected by malware. With only two people in the department, the rebuilds were taking way too much time. Clearly, it was time for a change.

The city was using an assortment of solutions to fight off viruses, Trojans and spam. Each security tool had its own management issues, and there was no way to bring them together in a centrally managed dashboard.

"The catalyst for the change was when we began analyzing where our time and effort were spent. At the height of our problem, we were rebuilding six to eight computers per week, with an average turnaround of four hours per computer. That's almost 40 hours per week in rework," recalls Eugene Rudy, the city's IT director, who still marvels at how much effort went into what should have been a straightforward endeavor.

So the department conducted an assessment of its security needs and set out to find a replacement for the hodgepodge of security tools. The new solution would have to interface with an ERP system that covers more than half of the city's network. Rudy reviewed eight solutions and found that some "had heavy constraints, poor performance, and very complex installations and deployments," he recalls.

Rudy decided to test-pilot three solutions, including ThreatTrack Security's VIPRE Business Premium. One contender required a complex deployment and just plain refused to work with ERP. Another was comparable to VIPRE but cost twice as much, Rudy says.

VIPRE, however, met St. Marys criteria for performance, affordability, and ease of implementation and management. Central management and reporting capabilities were also important deciding factors in selecting VIPRE, Rudy adds.

Easy Implementation

When it came time to implement VIPRE, Rudy says deployment was simple and trouble-free, as was the installation of the console. "The best part of VIPRE is the integration with Active Directory and ease of deployment. Either by IP address or by file, it is very simple to install VIPRE on workstations and mobile devices."

The feature Rudy has found particularly valuable is Active Protection, which provides real-time protection against dangerous or potentially unwanted programs.

"Active Protection and website filtering are necessary for users that may be a little too trusting of links and content on websites," he says. "VIPRE blocks that content before it becomes a problem.

"VIPRE also protects our environment from threats on app store and market platforms, and limits unauthorized access to the device itself," Rudy says.

"The best part of VIPRE is the integration with Active Directory and ease of deployment."

Features such as content and web filtering, reporting and patch management have not only strengthened the city's security stance but also made life easier for St. Marys' IT staff. For instance, content filtering "is a great addition because we don't have to have 20 solutions to completely protect the endpoint—and the users," Rudy says. The reporting capability helps promote safe computing habits and provides corrective feedback to users who need it.

Rudy also likes that VIPRE has kept up with IT's evolution by adding support for virtual desktops (VDI), Mac OS X, iOS, Android and Windows server.

"I have one solution to protect multiple systems and still have a single reporting dashboard to review," Rudy says.

"VIPRE blocks [malicious] content before it becomes a problem."

"Obviously we are more secure than before. We provided material on our networks and topology to our auditors," Rudy says, citing a recent audit. "One of the documents we provided was our security report, as well as policies for endpoint protection, patch management, intrusion prevention and detection, and antivirus behaviors. Our auditors were very impressed with our timeliness in getting

Users are happier and more productive because they no longer have to deal with chronic computer issues caused by malware. "Spam is blocked and threats are mitigated before they know it," Rudy says.

From a management perspective, things are a lot simpler now, thanks to VIPRE's built-in automation, reporting capabilities, simplicity and reliability. "Security management should not be complex, but simple—without repetitive steps and processes. VIPRE has met our challenges and exceeded our expectations."

About VIPRE

VIPRE is the highest-rated, award-winning internet security product for home users and businesses. It is powered by the world's most sophisticated security technologies that protect millions of users from today's top online threats, including ransomware, Zero-days and other malware that easily evades traditional antivirus.

Backed by cutting-edge machine learning, one of the world's largest threat intelligence clouds and real-time behavior monitoring, VIPRE deploys in minutes to deliver unmatched protection without slowing down PCs. All VIPRE customers receive free U.S.-based technical support.