



Sunbelt's VIPRE Enterprise Keeps The University of West Alabama Secure

Situation

The Information Systems team at the University of West Alabama, which boasts a student enrollment of 4500 on a single campus, does troubleshooting and problem solving for the entire site, which consists of approximately 450 faculty and staff. As a typical academic environment where research and inquiry are highly valued, the University network is particularly vulnerable to viruses and spyware due to the relative freedom with which people can utilize the internet and download at will, as opposed to corporate environments, where random "web-surfing" and the use of unauthorized software is discouraged and often controlled.

Michael Pratt, Director of Information Systems at The University of West Alabama, needed a way to curb the growing problem of viruses, spyware and malware and enhance security, without draining computing resources and affecting the budget.

Challenge

At first, Mike used a well-known antivirus solution, and supplemented that with free solutions available on the web to combat spyware and malware. But as the problem grew, Mike's team found it difficult to remove the problems automatically and remotely, resulting in an increasing number of inoperable PCs that required a time-consuming hands-on by one of his technicians. "A lot of the time we ended up just rebuilding the machine from the ground up," said Mike. "With our other tools we just couldn't clean up the problem to the level that we wanted."

Mike needed an enterprise-level security tool that combined antivirus and antispayware in one, with an administration platform that would save time and provide efficiency for him and his team.

Solution

Mike had been using Sunbelt Software's Ninja email security product for some time and been very happy with the results, as well as the support provided by Sunbelt. So VIPRE Enterprise was the natural choice to enhance network security on a comprehensive level; its next-generation, high-performance attributes and low impact on resources was exactly what Mike was looking for. Here's what VIPRE

Enterprise has offered The University of West Alabama:

- Easy deployment was a given since VIPRE offers a variety of ways to implement the solution based on the existing computing environment. Deployment at the University was all accomplished from a centralized location and went smoothly and efficiently.
- Active Protection now helps Mike's team not only remove spyware when infections are present, but also prevent spyware infections to begin with, significantly reducing trouble tickets opened on spyware-related incidents.
- The Centralized Management Console allows Mike's team to centrally deploy a variety of policies and settings out to the client, creating administration efficiencies they had never before experienced.
- VIPRE's Sophisticated Policy Creation and Management Functionality allows the team to schedule quick scans and deep scans that apply to all clients, as well as set scan options for location, type and more.
- Reporting features allow Mike's team to schedule and customize a library of reports, allowing for any report to run at a designated time with the ability to email reports to specified users and/or management.

Results

After implementing VIPRE Enterprise, the number of trouble tickets and time-consuming rebuilds has dropped significantly. "There's a lot more spyware caught on the fly and blocked," said Mike. "And for the times when viruses have gotten out or spyware did get loaded onto a machine, VIPRE has definitely been great in helping us resolve those issues. There was one instance in particular where another program we were running did not catch a virus – and VIPRE not only caught the virus, but actually disabled it and removed it without our intervention."

In the future, it's assured that VIPRE will continue to help the University of West Alabama's network stay secure as it grows. Mike's department originally purchased 650 licenses of VIPRE, and the license was just increased to 1,000 users.

"We've been Sunbelt customers for a while, so when it was time to look for a comprehensive, efficient antivirus/antispayware solution, their VIPRE Enterprise was a no-brainer. And the results of implementing VIPRE have been great for us."

*Michael Pratt, Director,
Information Systems, The
University of West Alabama*



Sunbelt Software