



CONFIGURATION CRISIS...SEP SOLUTION

Client Profile

One of the largest automotive retailers in the U.S. that was built through a combination of organic growth and strategic acquisitions.

Challenges

The client purchased Symantec™ Endpoint Protection (SEP) and had an employee design the environment with no formal training. Unfortunately, there were misconfigurations across the board. The employee, who had undertaken the project on his own, left the company and the new IT team had no record or documentation from which to glean information.

With two datacenters that housed independent servers in separate states and employees working remotely throughout the country, the logistics further complicated the situation. The dispersed nature of the network increased virus scanning times, causing significant memory issues and computer slow-downs. A lack of IT consistency across the company resulted in use of various versions of antivirus software, increasing risk and data vulnerability. In fact, CBI found more than 120,000 viruses on the client's network!

Last but certainly not least, the client had no disaster recovery plan in place. With the number of viruses it had, the company simply couldn't operate any longer without a disaster recovery environment up and running.

Together, these issues spurred overall network performance complications and increased data loss threats for this automotive empire.

Solution

Following a thorough assessment of the client's environment and an audit of the network performance limitations, CBI recommended that the client merge their servers to one console and update that consolidated console to SEP 12.1. Group Update Providers (GUP) were also strategically placed to address the inconsistent antivirus software and bandwidth shortage.

Though the SEP 12.1 migration certainly mitigated the risk of a security breach, CBI also recommended a redundant SEP environment for disaster recovery in case the worst should happen.

Results

The CBI solution generated tangible results for the client. The GUPs ensured that all employees were operating on the most up-to-date virus definitions available, ensuring a stable secure environment and data reliability. SEP 12.1 also reduced scanning times, correcting the bandwidth and memory issues. Faster scanning times mean faster machines, increasing productivity and, therefore, profitability.

The updated software also created reports and alerts, so lack of documentation for future IT staff will no longer be a hindrance. The alerts also ensure that the company's IT team is aware of potential security breaches and threats as quickly as possible, further negating the risk profile of the client. Finally, the creation of a redundant disaster recovery environment, which mirrors the production environment in exact detail, guarantees speedy network restoration and data loss reduction—a critical IT insurance policy.

OVERVIEW

Industry	Solution
Automotive	Symantec™ Endpoint Protection (SEP)

CBI Generated Results

- Environmental stability and data reliability
- Resolution of bandwidth and memory issues
- Rapid network restoration and diminished data loss

CBI CASE STUDY