



## PROTECTING IP WITH SEP

### Client Profile

A global power leader comprised of complementary business units.

### Challenges

Prior to contacting CBI, the client had reached a stalemate with its previous network security software, which was simply not performing at the high level the powerhouse corporation requires. The company decided to transition to Symantec Endpoint Protection (SEP) and enlisted CBI to serve as the subject matter expert during the switch.

The client developed and employs an array of homegrown software that is vital to keeping a competitive edge within the industry. In order ensure smooth operations, it is critical that this in-house software and SEP can exist in harmony on the same machine—a feat that would require significant software customization and configuration. An inadequate implementation could expose their invaluable intellectual property, ultimately affecting the company's bottom line.

In addition, the internal IT team lacked sufficient product knowledge to manage the SEP software independently on an ongoing basis, which was a primary objective of the organization to ensure optimal response time and cost effective software maintenance.

### Solution

In order to meet the demands of the project, CBI placed expert staff on-site for six months to work alongside employees in a mutually beneficial engagement that allowed CBI to gain first-hand knowledge of the in-house software employed by the client, while also troubleshooting, answering questions and providing direct contact training to five IT team members.

CBI launched a thorough assessment of the organizations' IT infrastructure—from datacenters and endpoints to servers and software deployment tools. Utilizing the data gathered from the assessment, CBI created the proper exceptions and implemented the customized Symantec software that eliminated the threat of software or hardware conflicts.

Many employees take their computers and mobile devices home with them, creating a security risk for viruses and other targeted attacks. To help combat this, CBI deployed firewalls to protect users—on and off the network.

The transition to SEP itself was a solution in that the software brings five technologies together in one agent delivered directly to the desktop, all running with a minimal footprint. The former software provider would have required four different products to deliver the same results.

### Results

The results of the SEP implementation were tangible and timely. Following in-depth training and knowledge transfer, the company is able to manage the software solution self sufficiently, including implementation of policy changes. In fact, when the client was ready to upgrade to SEP 12.1, they were well prepared, both in terms of infrastructure and expertise, and were able to make the transition with far less investment of time and financial resources.

As a result of the comprehensive security coverage, the business is running smoothly with fewer security incidents, generating increased productivity and maximum uptime. Most importantly, the valuable intellectual property of the homegrown software was protected, in turn protecting the invaluable competitive advantage.

The client was extremely pleased with the work of the CBI SEP experts and has re-engaged several times on various projects. Outsourcing to CBI as the subject matter expert during times of software transition as compared to maintaining an in-house position has saved—and will continue to save—the client significant time and money.

#### OVERVIEW

Industry	Solution
Manufacturing	Symantec™ Endpoint Protection (SEP)

#### CBI Generated Results

- Ability to manage the software self-sufficiently
- Significant savings of time and money
- IP and competitive advantage secure and protected
- Increased productivity and maximum uptime

## CBI CASE STUDY