



CASE STUDY | City Of Kawartha Lakes

City Of Kawartha Lakes Neutralizes Threats to Public Service

Customer Profile

The City of Kawartha Lakes is a single-tier municipality in east-central Ontario, Canada. The IT Division supports more than 800 users across 100 offices spread throughout the region.

Industry

Government

Challenges

Existing antivirus solution caused a major outage of their email infrastructure.

Kaspersky Lab Solution

Kaspersky® Enterprise Space Security

Results

- Lower footprint, minimizing performance impact
- More frequent updates providing better protection while minimizing performance impact
- Ease of manageability resulting in lower management cost
- Better price resulting in a lower total cost of protection

The City of Kawartha Lakes is a single-tier municipality in east-central Ontario, Canada. Kawartha Lakes has over 80,000 residents that enjoy 200+ lakes and waterways. The Information Technology Department of the City of Kawartha Lakes directs the technology infrastructure within the municipality. The IT Department provides quality service in support of corporate goals by evaluating client needs, encouraging responsible use of technology, and acquiring, building, implementing and supporting innovative solutions. Responsible for all aspects of information technology, the IT Division ensures that city administration and operations have a robust, stable and secure infrastructure, with continuous network availability and stable business applications.

Security Challenge

The City of Kawartha Lakes is made up of many small towns and villages. The IT Division must support 100+ locations with more than 800 users, the majority of which access the corporate network via thin clients. Because of the number of remote locations, Citrix is widely used to connect employees to the 50 corporate servers.

“Early in 2009”, according to Justin Chevrier, IT Security Technician for the City of Kawartha Lakes IT Division, “we suffered a major Exchange server outage. Our email server died and there were no issues noted in the logs to help us determine the cause. We spent over 24 hours on the phone with Microsoft trying to get the problem fixed.”

With Microsoft’s help, Justin was finally able to determine the cause of the outage. Their current antivirus vendor had distributed a partly corrupted update that had caused a plug-in from that vendor to freeze the server. “We had to completely uninstall the antivirus software,” explained Justin, “to resolve the issue and get the email server operational again. As a result, we felt it was time for a change!”

The IT Division tested many antivirus vendors, focusing on functionality, manageability and cost. At the end of the testing the City of Kawartha Lakes IT Division chose Kaspersky Lab as its new antivirus vendor. “We really liked the interface,” says Justin. “It flowed well. We also like the resource usage of Kaspersky Lab’s solutions. Kaspersky Lab’s products took less space on the workstations and servers than other vendors. One other vendor had a lower footprint, but I couldn’t get their solution to work properly.

The real icing on the cake for us was the cost of Kaspersky Lab’s solution. Kaspersky Lab blew other vendors out of the water and made the decision to purchase a no-brainer.”

“We’ve had a very good experience with Kaspersky Lab’s products,” explains Justin. “Using the Kaspersky Administration Kit, it’s easy to pull up information and see the status of a client. You can easily see the updates that are pushed, and there are many updates pushed every day to the clients.”

Justin Chevrier
IT Security Technician
City of Kawartha Lakes IT Division

Solution

Based on the evaluation performed by the City of Kawartha Lakes team, the decision was taken to deploy Kaspersky Enterprise Space Security across their infrastructure.

According to Justin the rollout went very well. “We used Windows Uninstaller to remove the existing antivirus vendor’s product and deployed Kaspersky Lab’s solution via login scripts.”

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Results

Once deployed, the City of Kawartha Lakes IT Division quickly realized significant benefits that enhanced their cost savings;

- A low footprint, resulting in better performance
- Ease of management, resulting in better protection and less time to manage the infrastructure
- Frequent updates, resulting in better protection and performance
- A better price, resulting in better protection for less cost

Improving the productivity of both employees and IT Staff, reducing the chore of malware firefighting by providing better protection and making the upgrade process easy and fast all significantly contribute to costs savings and results in happy employees.