



Customer Profile

Belleville City Council and the Belleville Police Service have over 450 employees that provide services to the residents of Belleville, Ontario, Canada.

Industry

Government

Challenges

The joint services' existing antivirus solution was not detecting the latest versions of malware. Major updates required complete removal and reinstallation.

Kaspersky Lab Solution

Kaspersky® Enterprise Space Security

Results

- Significant cost reduction
- Greatly improved productivity – faster workstations and servers
- Less overhead management
- Better protection – improved detection rate

CASE STUDY | City of Belleville

City of Belleville Takes the Threat Out of Public Service

Belleville City Council and the Belleville Police Service have over 450 employees that provide services to the residents of Belleville, Ontario, Canada. The city is situated between Toronto and Montreal near U.S. border. It's population is approximately 49,000 people while over 200,000 live in it's suburbs.

Security Challenge

During the summer of 2008, both the Belleville City Council and the Belleville Police Service were having significant problems with their existing antivirus vendor. According to Roy Kendall, IT Manager for the Belleville Police Service, "Our existing antivirus solution was not catching everything. Major updates caused technical issues that required complete removal and reinstallation. It became a bit of a nightmare."

"Our previous vendor's solution was a resource hog," said Charles Sine, Technical Services Supervisor for Belleville City Council. "System scanning, and even the application of signature updates, really slowed things down."

On the recommendation of a friend, Roy and Charles began looking at Kaspersky Lab as a possible solution to their problems. According to Roy, "We were looking for a one-stop shop, and this product covers it all."

"Cost was also a huge factor," said Charles, "and Kaspersky Lab provided all the protection and features we needed at a superior price."

Charles and Roy decided to do an evaluation of Kaspersky Enterprise Space Security, part of the Kaspersky Open Space Security suite which provides protection for Desktops, File Servers and Mail Servers. According to Roy, "The evaluation went very well". "Our users noticed a difference in performance right away. We also found that updates were much faster. There was no waiting for a large update each day that could have a negative impact on network bandwidth. Instead we received smaller updates that came every hour. This made them easy and quick to deploy. We could even deploy updates over dialup."

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Roy Kendall
IT Manager
Belleville Police Service

“You really get more bang for your buck with Kaspersky Lab. Kaspersky Lab has everything the way we want it!”

Charles Sine
Technical Services Supervisor
Corporation of the City of Belleville

Solution

Based on the evaluation performed by Belleville City Council, a decision was taken in September of 2008 to deploy Kaspersky Lab’s solution across both the Belleville City Council and Police Service infrastructures.

According to Charles, “Rollout went well. The implementation was actually quite simple. Kaspersky Administration Kit, the company’s bespoke management console, is much nicer than what we were using. It picked up everything, making our deployment quick and easy. Once everything was installed and in place, all we had to do was leave it alone. We reduced our management time and we’ve had no viruses or spyware since installing Kaspersky Lab’s solution. The footprint is very small and our employees saw an increase in processing speed.”

Before deploying KESS, both departments had to install numerous 3rd party applications to get the full protection they were looking for. “With Kaspersky Lab,” says Roy, “we don’t need anything else.

Kaspersky Lab’s solution does everything (i.e., antivirus, anti-spam, anti-spyware, anti-phishing, web traffic scanning, firewall protection, etc.). This product covers it all!”

The City of Belleville saw so many benefits that their employees are now using Kaspersky Lab solutions to protect their home systems!

Results

Once deployed, the City of Belleville quickly realized significant benefits that enhanced their cost savings:

- Greatly improved protection
- Easy deployment, management and maintenance
- Significant performance improvements

“You really get more bang for your buck with Kaspersky Lab.” says Charles Sine. “Kaspersky Lab has everything the way we want it!”

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 cost savings and results in happy employees.