



Customer Profile

Peachtree Financial Solutions has over 550 desktops and more than 150 servers in two main offices located in Boynton Beach, Florida and Norcross, Georgia.

Industry

Financial

Challenges

Peachtree's existing antivirus solution was not detecting the latest malware versions. Calling the vendor support line took several days and failed to resolve issues.

Kaspersky Lab Solution

Kaspersky® Business Space Security

Results

- Better protection – improved detection rate
- Decreased management costs
- Dramatic improvement in support
- Increased system performance

Peachtree Financial Upgrades its Malware Protection

Peachtree Financial Solutions has over 350 full-time employees in two main offices located in Boynton Beach, Florida and Norcross, Georgia.

Security Challenge

During the summer of 2009, Peachtree Financial Solutions attempted to upgrade its SMTP gateway to the latest version supplied by their current antivirus vendor. According to Terry Meitz, Senior Network Engineer for Peachtree Financial Solutions, "All hell broke loose. The scanner would die for no reason, blocking email traffic to our end-users."

"Vendor support was a nightmare," says Terry. "We were very unhappy. We experienced long wait times with no final resolution to the problem. We had to take the gateway out of service to get email flowing again."

Upgrading the desktops met with similar results. According to Terry, "We were reimaging three machines a day due to malware getting through. Our then current anti-malware program would tell us we were infected, but would not stop the infection. We were constantly becoming infected from banner ads on CNN, Facebook and MySpace. The malware would actually remove our antivirus software. When we tried to upgrade to a newer version, the system would become sluggish. Performance was terrible."

During this time, a Senior Manager from Peachtree Financial Solutions attended a VMware Conference hosted by CDW. During one session the manager asked other attendees what they use for malware protection.

While there were some that used other vendors, the consensus was that Kaspersky Lab provided the best in malware protection.

Based on this recommendation, Peachtree Financial Solutions decided to give Kaspersky Lab's products a try!

“Kaspersky Lab support was absolutely phenomenal. Wait times were very short. The support team were very experienced and great to work with.”

Terry Meitz
Senior Network Engineer
Peachtree Financial Solutions

Solution

Peachtree Financial decided to put Kaspersky Lab to the test. “We put a Kaspersky Lab solution on one of the infected machines,” explained Terry, “and it repaired it – no reimaging required!”

Based on this success, Peachtree Financial Solutions expanded their trial to multiple machines, testing the Kaspersky Administration Kit as well. “We also had a 3rd party company, GRC, test the firewall capability on the endpoint,” said Terry. “The firewall worked very well. According to GRC the system did not exist from the outside.”

The result was a decision to replace their current endpoint solution with Kaspersky® Business Space Security to provide malware protection for endpoints and file servers.

Peachtree Financial worked with the Kaspersky Lab Support Team to create a successful installation process. “Kaspersky Lab support was absolutely phenomenal,” explained Terry. “Wait times were very short. The support team were very experienced and great to work with. They not only resolved the issues we called about, they also provided the solution to other problems we encountered during the call.”

Results

Once deployed, Peachtree Financial Solutions quickly realized significant benefits that enhanced their cost savings:

- Greatly improved protection
- Significant performance improvements
- World-class support with highly knowledgeable support engineers
- Reduced workload for IT staff

“Unlike our previous antivirus company, you guys ROCK,” says Terry Meitz. “Kaspersky Lab has everything the way we want it!”

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