



Royal Holloway, University of London

Customer Profile

Royal Holloway, University of London provides the highest quality teaching and research across the sciences, arts and humanities.

Industry

Education

Challenges

- To protect their distributed and heterogeneous network, including mobile devices
- To implement centralized IT management, including policy and control
- To have a single product that would work both on-campus and remotely
- To achieve high detection rates with minimal resource intensity – plus a simple, user-friendly interface

Kaspersky Lab Solution

Kaspersky® Open Space Security

Results

- Unified defense against potential threats
- Cost effective
- Easy migration
- Kaspersky Lab's intuitive products meant that staff and students adapted quickly to the new solution

Royal Holloway, University of London enjoys an international reputation for the highest quality teaching and research across the sciences, arts and humanities, with 8,000 undergraduate and postgraduate students of all ages and backgrounds from over 130 countries.

Security Challenge

The university's IT network comprises approximately 3,000 individual machines and 140 servers, running both UNIX and Windows. Both an academic network for general work and a limited connectivity student network are provided using fixed and mobile connections, for university machines and mobile devices belonging to students. As well as in the main campus and three satellite buildings, many of the 1,200 full-time staff have remote access to university systems off-site, further increasing the risk of security breaches.

This complex mixture of machines and resource usage meant that the centralized management of IT, including policy and control, was difficult to deploy remotely. It had also become clear that the old Internet security solution failed to offer adequate detection and was difficult to manage. With the licensing agreement coming up for renewal, Royal Holloway, University of London decided to source an improved replacement.

"We created a specification requirement having conducted an internal review of our needs, based on previous experience and knowledge of the issues we faced with the old Internet security solution," commented Huw Michael, Infrastructure Technical Architect for Royal Holloway, University of London. "It became clear that we needed a single product that would work both on the campus and remotely, offering scanning and reboots, a low scanning footprint and high detection rate – with a simple and user-friendly interface."

“Initially we were looking for an antivirus solution, but Kaspersky® Open Space Security also gives us full Internet security functionality. Further options, such as anti-spam and anti-spyware detection are available and easy to implement, without the need to upgrade or suffer any downtime, and would only require a policy change to facilitate.”

Huw Michael,
Infrastructure Technical Architect
Royal Holloway, University of London.

Solution

A project team, lead by Huw Michael, produced a specification list for the ideal unified solution and looked at a number of available technology providers on the market. After extensive investigation the project team came to the conclusion that Kaspersky® Open Space Security offered the best overall solution for all their users (based on user feedback) and made a recommendation to the Project Board.

The project team worked with Kaspersky Lab to produce a customized solution utilizing Kaspersky® Open Space Security to run on the university campus machines.

A pilot scheme was set up to allow the project team to tailor the solution and ascertain if the university could successfully use it. Once suitability had been proven, Kaspersky Lab helped the university remove the old redundant solution from their systems, whilst installing the new solution at the same time, for a seamless transition. Students were also provided with a free version of Kaspersky® Internet Security, which they were able to install on portable devices that use the university's LAN.

Once Kaspersky® Open Space Security was installed, Kaspersky Lab ran training sessions for all of the university's IT staff and now provides all users with free technical support on an ongoing basis.

Results

Today, Kaspersky Lab offers a solution which provides full protection to the university's staff and students, and one which is uniformly updated and managed to provide a unified defense against potential threats.

“From our first contact, Kaspersky Lab has been a friendly and helpful company who wanted to engage and work with us, whilst also offering a fair price,” commented Huw. “There was an easy transition and the intuitive nature of Kaspersky Lab's products meant that staff and students quickly took to using it.”

One of the key reasons the university chose Kaspersky® Open Space Security is that the security provider supplies free licenses to the students, who can then install Internet security themselves on their own machines, building in a further line of defense against possible threats.

There is also scope for the University to expand the way they use their new security solution, as Huw elaborated: “Initially we were looking for an antivirus solution, but Kaspersky® Open Space Security also gives us full Internet security functionality. Further options, such as anti-spam and antispysware detection are available and easy to implement, without the need to upgrade or suffer any downtime, and would only require a policy change to facilitate.”