

# Case Study. INSTITUTO DOS MUSEUS E DA CONSERVAÇÃO. Portugal



# Panda CloudOfficeProtection

"The performance of the computers has greatly increased. The solution has practically no impact on our resources".

Dr. María do Carmo, IT Manager Instituto dos Museus e da Conservação

## Details

- · Market: Public Administration
- Number of Licenses: 500-1000
- Solution: Panda Managed
  Office Protection

## **Benefits**

#### · Reduced costs

Thanks to Panda Cloud Office Protection\*, the resources dedicated to managing the security solution are reduced to a minimum.

· Simple to manage

Its straight-forward Web administration console lets you install and manage IT protection easily from any computer with an Internet connection.

#### · Ideal for distributed environments

The administrator (or MSSP) can remotely monitor and configure the anti-malware protection and personal firewall, regardless of their location or the quality of the Internet connection.

#### · Extremely light

Thanks to its online architecture (hosted) it goes unnoticed by users.

# INSTITUTO DOS MUSEUS E DA CONSERVAÇÃO

#### **Structure**

The Instituto dos Museus e da Conservação (IMC) is responsible for the management of a network composed of more than 700 computers across 36 locations all over Portugal. Each location is served by a dedicated circuit connected to the headquarters where the Internet connection is protected by a proxy server. The network is mainly comprised of workstations with Windows XP. The servers mainly use Windows 2000 Server and Windows Server 2003.

Implementation

The prime needs of IMC were to resolve the multiple incidents that had occurred with the previous product - a traditional security solution from another vendor - and a solution for the problems derived from managing the security of such a disperse network. These specifications made migration a challenge, although it was completed without any problems. Once the product had been demonstrated on a few machines, the IMC IT team was convinced of the potential of the product and immediately undertook full-scale implementation of the solution.

For Maria do Carmo, the manager of the IMC IT Department: "During implementation, there was a significant number of detections across the entire network, which had gone unnoticed by the previous solution". Gradually, over a few days and adapting to the availability of resources, the whole network was migrated to Panda Cloud Office Protection\*, with a minimum of previous planning or downtime. The installation was carried out mainly using the distribution tool included with the solution, which allows the automatic implementation of the protection using IP ranges, machine names or domains. In some cases, local installations were made using remote desktop tools.

The implementation of PCOP on a network is simple, as there is no need for components associated with traditional solutions, such as servers (administration servers, repository servers, database servers...), and also given the hassle-free installation of the client in the machines. PCOP supports several types of manual and automatic installations and is compatible with any custom deployment methods used by the client. The solution can be implemented rapidly, in the way and to the schedule that best meets the needs of the organization. PCOP automatically detects and removes a large number of security products during implementation, freeing the IT teams from the task of manually removing existing solutions.

The improvement in performance of computers under the new solution was also praised: "The performance of the computers has greatly increased. The solution has practically no impact on our resources".

\*Formerly Panda Managed Office Protection





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## About Instituto dos Museus e da Conservação

The Instituto dos Museus e da Conservação, I.P. (IMC) is an organic structure of the Portuguese Ministery of Culture, created in 2007 as part of the Programa de Reestruturação da Administração Central do Estado' program. Under a broad reorganization proccess involving several areas related to national heritage, the new Institute has integrated the previous Instituto Português dos Museus and Instituto Português de Conservação e Restauro, and also the Estrutura de Misssão Rede Portuguesa de Museus. It has also extended its scope to cover intangible heritage, which was not integrated in any institution of the Portuguese State for several decades.

IMC manages 28 museums in the fields of art, archeology and ethnology, and five National Palaces - emblematic institutions across almost all regions of the country, which store many key elements of Portuguese heritage. Maintaining these unique objects and ensuring that future generations can continue to enjoy them, is the main mission of the Instituto.

### Solution

Panda Cloud Office Protection\* is an online security service that eliminates the costs derived from security.

It provides an always-on, easy-to-use Web console that allows remote installation and management of the protection from anywhere and anytime.

It offers SaaS via the Web, through a management portal that enables SMBs to delegate their security management to a service provider.

Panda Cloud Office Protection\* is complemented with in-depth malware audits benefiting from Panda Security's unique Collective Intelligence technologies. We always have good technical support from Panda Security.
They are fast and efficient.

At the same time, problems with malware that had previously blighted the network were stopped: "Since the installation, we had no more problems with malware, contrary to what had occurred in the past", says Maria do Carmo.

Panda Cloud Office Protection\* has been designed from the outset as a security service, optimized for maximum performance, even where there is limited bandwidth or low-spec computers. The option of establishing profiles with different settings allows the protection to be optimized in line with the characteristics of the infrastructure or individual computers.

Although the PCOP architecture is based on the concept of a Web-based managed service, this does not place an additional burden on Internet gateways or bandwidth. In fact, the opposite is true: Panda Cloud Office Protection\* has peer-to-peer functionalities that allow communication to be channeled through a single machine, avoiding the need to reconfigure the network. This characteristic also prevents duplication of traffic, reducing network consumption. It is also possible to manage the communication options of each profile in detail, adapting the functionalities of the protection to the available connectivity on the premises or machines to protect.

With Panda Cloud Office Protection\*, the IMC has been able to eliminate malware incidents, thereby reducing network downtime and also minimizing the effort required by the IT team on such a disperse network. It has also reduced the complexity of the infrastructure, eliminating the need for multiple dedicated servers in each office. In addition to increased security, network performance has also increased thanks to the solution. Even individual users have experienced the improvements generated by the solution: "The solution has had no negative impact on users. To them, the process was completely transparent, with the exception of the computers becoming more responsive".

Support

The solution's technical support has also been praised by the organization: "We always have good technical support from Panda Security. They are fast and efficient", says Maria do Carmo. Because of the solution's architecture, many of the tasks involved in the support and maintenance of the product can be made from anywhere, through the Web console, by the customer or by a service provider, avoiding complex planning and infrastructure downtimes. This characteristic is especially important in IMC, as the number of computers spread over a wide geographical area would have made continuous local intervention impossible.





