



Company
RDS-Global

Country
UK

Industry
IT Support for
the Automotive
Industry

Solution
Endpoint Protection

Licenses
1850

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*Rob Kay
IT Manager, RDS-Global*

RDS-Global frees resources and reduces costs with Endpoint Protection

The nature of RDS-Global's client base means that it has to support its users across geographically dispersed physical sites stretching from Redcar to Southampton, Bristol to Maidstone, with staff that must carry out maintenance and updates on a site-by-site basis. Rob Kay, IT Manager at RDS-Global comments, *“We have specific challenges in that a large part of our user base is ‘spread out’ across multiple sites, so our solutions need to provide the right balance between performance and ease of management. We have an established track record and pride ourselves on providing best-in-class solutions to our customers and this means continuously reviewing our own suppliers. In a fast moving and highly competitive industry, our customers depend on us providing the highest levels of communications and security, for their own business success”.*

In 2009, RDS-Global began reviewing security software installed on users' desktops to establish if there were ways of making cost savings and efficiency improvements. RDS had been using F-Secure's server-based security solution, however they found it was a process-heavy solution which was impacting the performance of applications on the lightweight desktops. The solution they required not only needed to deliver high performance, but also needed to have a lighter 'footprint' and to be less resource hungry, reducing the impact on the other applications running on the desktops.

Transitioning from a server-based to a cloud-based solution

Having evaluated the major vendors' software, including Kaspersky and McAfee, RDS-Global selected Endpoint Protection (PCOP,) delivered as a Software as a Service and managed centrally through a web-based administration console. The solution provides full protection against viruses, worms, trojans, spyware, adware, rootkits, phishing, including protection for files and emails, HTTP/FTP downloads and instant messaging. As it is a security service hosted by Panda Security's infrastructure, it significantly reduces resource requirements whilst ensuring optimum protection.

Endpoint Protection uses the power of Collective Intelligence: a web based service which ensures all of RDS-Global's customers have comprehensive protection against new and evolving threats. With Panda Security's Collective Intelligence all of RDS's end users automatically receive software downloads via the web to protect them against new threats without any user intervention. It is designed to provide complete 'hands-off' protection for RDS-Global's team and its end users. It can be instantly deployed and automatically updated, which reduces the time spent managing security, saving the team valuable time and resources.

More than the performance and administration aspects of the solution itself, what particularly impressed the RDS-Global team was Panda Security's level of service,

in particular their flexibility and ability to listen to what was required. One of the key requirements in making the transition to the new cloud service was finding a fast and efficient way to un-install the existing software. Rob comments: "Thanks to the flexibility of the Panda Security team, this was a straightforward process."

From the outset, they understood our challenges and immediately developed a 'remote' un-installer which completed the task in a fraction of the time it would have taken us to physically manage removing the old solution by carrying out the process manually on each site." Rob continues, *"The significant reduction in time in un-installing the existing security software –from three months to three weeks- was a critical factor in our decision making process"*.

Improved performance – improved morale

From an administration perspective, Panda Security's Cloud solution has brought a number of benefits to the team. It's quick and easy to add new users and the centralised management console means that the support team now has complete visibility of what is happening at each of the sites they manage: how many users there are, as well as instant updates on the protection status and activity on the network. RDS-Global can also run in-depth malware audits with detailed reports to provide a full profile of what is happening across the network.

It also means that Rob has freed his team from the management burdens of manually installing updates: "When we had 1500 individual updates to carry out, via our data centre, this created a huge burden on our data centre's resources. Update files can be anything up to 50 MB, which takes a considerable amount of time to complete across all our end user's sites. Endpoint Protection is a 'perfect fit' for RDS-Global as all updates are automatic, with no need for any support team intervention. This means that we can focus on our core business of providing the highest levels of support and service to our customers." There have been cost savings and re-allocation of resources in other areas. Prior to Panda Security's solution, RDS-Global had three servers running the F-secure software which has now been freed up to be used for data storage. The new solution has also proved itself to be more effective at identifying threats. During the six months that RDS-Global has used Panda Security's software hundreds more viruses have been identified than with the previous solution.

The improvements are not only evident from a performance level, as Rob explains: *"Another unexpected advantage is the difference it has made to our team's morale. We no longer get negative comments about slow working PCs or problems with accessing applications which makes for a better working environment. Its footprint, ease of use and levels of protection have transformed the way that we can work as a team and we look forward to continuing our partnership with Panda Security"*.

Benefits

- **Right balance between performance and ease of management:** Allows user support across geographically dispersed physical sites.
- **Light footprint:** Endpoint Protection delivers high performance and with a lighter footprint - it is less resource hungry and significantly reduces the impact on the other applications running on the desktop
- **Administration console:** Endpoint Protection is delivered as a Software as a Service and managed centrally through a web-based administration console.
- **Collective Intelligence:** Endpoint Protection uses the power of Collective Intelligence: a service which ensures all customers have comprehensive protection against new and evolving threats in real time.
- **Automatic updates:** All updates are automatic without the need of support team intervention.

Customer's Profile

RDS-Global was formed in 1997 to support one of the UK's leading independent motor retail groups.

Today, the Derby based specialist IT provider works with leading dealerships including Renault, Vauxhall and Ford, providing core IT services from connectivity and networking, to a VoIP telephony solution. RDS-Global also accommodates the growing demand for hosting services from its purpose built, state of the art server hosting centre.

In addition to technical issues, RDS Support covers strategic planning, broadband, outages, administration and maintenance of services, e-mail systems, co-ordination of hardware repairs and adjustment of routers and firewalls. RDS-Global's team today supports its end users and networking at 115 different sites across the UK.

More info at:
www.rds-global.com

