

Product used:

Avira **AntiVir** Professional

Number of licensed PCs

2,250

Avira User Report

www.avira.de



Welcome aboard with TUI

Travel specialist TUI installs AntiVir in all its branches

Summer, sun, sea and sand – hooray for vacation. To ensure that you enjoy a relaxing vacation, you are well advised to think carefully about your destination and travel security before making a reservation. The same principle is also applied by TUI's IT department: IT security starts from the moment you book your trip. To ensure that no data gets lost and to prevent unwanted intruders from penetrating its company network, TUI is installing a strong new virus protection application in its travel agencies.

TUI can look back on a long tradition in the travel industry. The company dates back to 1928, when it was founded under the name "Dr. Tigges-Fahrten". In 1968, the four medium-sized businesses Touropa, Scharnow-Reisen, Hummel Reise and Dr. Tigges-Fahrten merged to form Touristik Union International (TUI). TUI is now one of the leading tourism groups in Europe, with numerous subsidiaries, including four proprietary travel agency brands: TUI Reisecenter, Hapag-Lloyd-Reisen, FIRST Reisebüros and Discount Travel. The 450 travel agencies are located throughout Germany and are also connected to the Virtual Private Network (VPN) at TUI headquarters. This is where Patrick Geschinski, manager of the IT Center of Competence, and his seven-strong team manage the over 2,000 PCs in operation at the travel agencies, all of them running under Windows. "Our branches share a standardized



IT structure. We control the infrastructure and software on a centralized basis and also act as partners for all IT problems," explains Patrick Geschinski, describing the work of his department.

Stowaways on board

TUI had already taken a number of security measures to ensure that Trojans, viruses, adware or rootkits were not allowed free access to its company network. The company network was protected from external influences by a firewall at the gateway. Everything else could be left to the virus scanner – or so it was thought. "Unfortunately, our anti-virus software detected hardly any problems. We never knew for certain whether or not our branch PCs were infected with viruses. This didn't feel right. The management console of the AV software was very complicated, taking up a lot of valuable time," says Mr. Geschinski as he describes the initial situation. The IT department also had a number of security problems. "Luckily, we were never faced with major risks, but we did encounter a lot of small Trojans, which were only detected thanks to help desk reports from staff. It is very unpleasant for us as an IT department when we first come to hear about a problem through an employee," explains the experienced IT expert. As well as poor performance and operability, the IT department was also unhappy with the costs associated with the virus scanner.



Welcome aboard with TUI

Read more:

The early bird catches the worm

Problem identified – new solution required: that's why the IT team quickly started looking for a new anti-virus solution. The search was on for an AV scanner that could be administered quickly and easily using a variety of systems and that offered high detection rates, while still meeting the cost requirements set down by TUI.

Ties that stand the test of time: after the team had investigated a number of products, a shortlist was drawn up based on price. "Some providers ruled themselves out of the race immediately," remembers Patrick Geschinski. AntiVir from Avira made it onto the shortlist. Following a meeting with the software manufacturer, the test version was installed. During the test phase, Mr. Geschinski and his team paid particular attention to the management console, which was required to be easy-to-use and intuitive. Once AntiVir had been examined by all those involved, it soon became obvious that this was the perfect solution for TUI's expectations and requirements. The new anti-virus solution had been found.

Welcome aboard

Work before pleasure. The old anti-virus software was harder to remove than the team had anticipated. They finally succeeded in removing it in collaboration with a member of Avira's team and a resourceful script writer. The complete implementation of AntiVir on the approximately 2,000 PCs took two weeks and was handled by the IT team on its own. To avoid disrupting day-to-day operations, the software changeover took place at night. Each night, the old software was removed from about 200 PCs and the new software was loaded. The software changeover went smoothly and tied up almost no resources.

The feedback from the travel agency staff was also positive. "Staff at the branch offices immediately noticed that the computers had



Patrick Geschinski and his team monitor thousands of PCs and are responsible for IT security at TUI

become faster. Most of them recognized the red Avira umbrella on the desktop because they already had the free version running on their PCs at home. This meant that staff were already familiar with the new software, dispensing with the need for training," summarizes Patrick Geschinski.

The IT department is completely happy with the results: processes are now leaner and everything can be administered centrally; the management console is self-explanatory and the IT team knows what is going on in the network. "We definitely had more problems and queries from the travel agencies when we ran the old virus scanner. The number of tickets has been drastically reduced since we started using AntiVir," confirms Mr. Geschinski with satisfaction. The department manager points to another point in Avira's favor – support: "When you



Welcome aboard with TUI

Read more:

need help, there's always someone available. We like it very much that Avira is an owner-run business. It is obvious that the company places

TUI knows exactly where the journey will take it: by 2012, all 4,500 PCs running in TUI travel agencies and franchise branch offices will



Photo: © TUI

a lot of importance on technology and quality. This software is simply perfect," smiles TUI's IT manager.

be protected by AntiVir. After all, the best preparations make for the safest journeys – enjoy your vacation!

Looking after number one

But that's not the whole story. As part of its standard security policy, TUI intends to equip all the PCs at its 650 franchise travel agencies with AntiVir too. In all 2,400 PCs with different requirements and virus scanners are affected. "The project is a real challenge because each system runs different AV software. However, in order to be able to guarantee basic protection, the TUI franchise travel agencies have contractually agreed to this unitary security standard, which we supply free-of-charge," explains Patrick Geschinski with regard to the forthcoming project.

Avira GmbH

Lindauer Str. 21 | 88069 Tettang | Germany
Tel.: +49 (0) 7542-500 0 | Fax: +49 (0) 7542-525 10
Copyright © 2010 Avira GmbH | All rights reserved.

Protected trademarks and brand names are not identified separately in this article but are the property of the relevant manufacturers.