ACHAB
Distribuiamo software e serenità

Looking for Viruses in Sorbara

Case study from our Client
Union of Sorbara (Province of Modena)

The member offices of the Union of Sorbara needed a centralized antivirus solution in order to guarantee the most effective security in their offices and IT networks.

Aitec s.r.l. is a Modena-based firm that has worked in the IT sector since 1996. The company's core business includes complete security solutions for computer systems and servers. Aitec is also an internet service provider, offering consulting services and web and mail hosting.

Aitec's customers are mostly businesses (about 80%), but they also serve the general public through "all-inclusive" services aimed at dozens of communities.

Aitec's many years of professional experience stand behind their fully integrated network management solutions. They offer technical support in order to facilitate communication among numerous subsidiaries by means of WAN solutions that do not compromise security. Aitec offers comprehensive solutions, from the planning of networks to the installation of hardware and software.

The challenge: an antivirus hungry for resources and staff

The union of the communities of Sorbara in the Province of Modena consulted Aitec for an alternative software solution. Marco Galli, head of Aitec Technics explained, "The previous IT infrastructure in the Sorbara offices had different problems. Specifically, the administration of all the systems, including the detection and removal of viruses, caused some difficulties. Each PC had its own antivirus software and each server had to be administered individually, even though everything was connected by a fiber-optic network.

This unmanageable setup caused a lot of work for the system administrators. In the event of an infection, they communicated with the users via phone and afterwards had to travel in person to the affected subsidiary in order to handle the problem manually.

Galli continued, "In addition, the instruction of the employees was a problem. Independent software on each computer required a manual procedure to remove a virus, so employees with a basic technical knowledge ended up performing manual fixes. These employees don't possess the necessary skills to handle security incidents and sometimes don't know what to do or which system administrator to inform."

The communities of the Union of Sorbara needed an antivirus solution that could quarantine infections automatically.

The Union of Sorbara

Four municipal offices in the Province of Modena have joined together to form the Union Sorbara: Nonantola, Bomporto, Ravarino and Bastiglia. Each of these locations has its own LAN with its own server. Each network has a different number of clients and users: 90 in **Nonantola**, 60 in **Bomporto**, 35 in **Ravarino** and 25 in **Bastiglia**. The four offices use a fiber-optic infrastructure in order to enable a VPN connection among the locations. This network includes 10 servers in total. Administration is handled by the Centro Elaborazione Dati (data processing center) of the Union of Sorbara, which is located in Nonantola. The services of the CED, as a part of the Sistema Informatico Associato, include technical and operational tasks for the Union of Sorbara; consulting services in the IT sector; the development of services for the citizens; and the purchase of hardware, software and professional services.

The existing software also consumed a lot of hardware resources, so the communities were looking for an alternative that didn't require them to replace their PCs (210 PCs in total for allcommunities).

The communities turned to Aitec for a software solution which provided central administration of all computers in all four communities' networks, offered an automatic reaction in case of virus detections, and didn't use many computing resources on each device.

Aitec chose the Avira AntiVir NetWork Bundle

In order to replace the former system, Aitec had to consider several key requirements:

1) It must be a solution that works properly and stably in a multi-network environment.

2) It must be able to work with the LAN/VPN connections and be easy to install.

3) The public administration can't allow a system failure, as this could have severe consequences. They also had to consider the requirements of the employees whose work cannot be interrupted by technical issues.

The AntiVir NetWork Bundle is an integrated solution composed of three products – Avira AntiVir Professional, Avira AntiVir Server and the Avira Security Management Center (SMC) – running simultaneously in order to protect the

computers. Every LAN in each of the communities is now equipped with Avira AntiVir Server. The software offers reliable protection against viruses, malware and rootkits. The internal heuristics react quickly to new threats, and updates are distributed automatically throughout the network.

Avira AntiVir Professional is installed on every client on local networks and guarantees the protection of the computer. Detected malware is quarantined automatically. The user isn't disturbed by virus alerts.

The whole Union of Sorbara is administered via the Avira Security Management Center installed in one subsidiary: the system administrator manages the security software on all four servers and on the 210 PCs of the communities via one single main console.

Thanks to its logging and reporting functions, the Avira SMC allows the responsible CED to check the status of the administered networks in real time.

Marco Galli, responsible for the Aitec Technics

"The console displays the amount of detections on every computer, so that an endangered PC can be identified right away," explained Fabio Baccolini, the responsible CED. "Furthermore, the reports show which malware is detected most often. This allows us to take preventive measures. As soon as the installation and initial configuration were completed, the Avira software worked properly and stably and enabled us to invest our time in the optimization of our workflows."

The results are something to be proud of:

Before the installation of the Avira solution, the security environment required 20 hours per month: 45% of the time for the detection and removal of malware, 35% for report analysis and 20% for on-site visits.

The lack of a remote monitoring system used to cost the administrators a considerable amount of time. After the installation of the Avira SMC, the time and effort spent on maintaining the security environment was reduced to 10 hours per month: now only 5% of the time is necessary for report analysis and another 5% for on-site visits.

The detection and removal of viruses requires only 20% of the time. The rest of the effort is dedicated to monitoring the network in order to prevent problems.

It is no longer necessary to rely on phone calls from users in order to be notified of virus problems. "The system is reliable and stable, even on these heterogeneous networks," says Galli. "Avira made analysis and troubleshooting much more efficient because the administrators are informed about the condition of the machines in real time. The remote monitoring system keeps the situation under control. Before the Avira installation, time was wasted on the phone and during hands-on repairs. Due to the remote monitoring system, this problem has been solved and the administrators now take a preventive approach.

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