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# Swedish City Saves 40 Hours per Week by Migrating to Endpoint Security

## More Powerful Yet Easier to Use

**City of Gothenburg**

**Customer Profile**
Swedish city of one million citizens

**Industry**
Government

**IT Environment**
43,000 nodes, including 900 virtual servers across 43 departments and two data centers

By implementing McAfee® Endpoint Security and McAfee Management for Optimized Virtual Environments AntiVirus (McAfee MOVE AntiVirus), this Northern European city is proactively blocking ransomware and other threats with less work, bolstering its protection of city operations and citizens' data.

Gothenburg, or Göteborgs Stad, as the locals call it, is a city of one million inhabitants in Western Sweden. The second-largest city in Sweden and the fifth-largest in the Nordic countries, it employs approximately 50,000 people in 43 departments, including construction/land, culture, education, employment, housing, streets and roads, and water and sewer.

## Needed: Lighter but Stronger Endpoint Protection

For several years, the City of Gothenburg relied on McAfee® Endpoint Protection suites, but then switched to another security vendor's product in hopes of having less impact on desktop performance. However, the city eventually returned to McAfee for endpoint protection because its solution was much easier to manage, thanks to the McAfee® ePolicy Orchestrator® (McAfee ePO™) central console. However, says Kenneth Hamilton, an expert system specialist who manages endpoint protection from within Gothenburg's security operations center (SOC), the city still wanted a "lighter-weight" client.

When McAfee introduced McAfee Endpoint Security, its endpoint protection framework with one consolidated agent that dramatically improved performance, Hamilton was thrilled. "Since McAfee Endpoint Security could give us a lighter-weight client with superior performance, we knew from the start that we wanted it," says Hamilton.

Better protection against cyberthreats was also high on the city's wish list, as security staff spent too much time remediating malware infections, the majority of which were caused by users visiting malicious websites or clicking on embedded links on web pages. At the time, the Gothenburg City SOC had to send a technician to various departmental sites on average four times a week to clean up malware-infected desktops and reinstall software and data.

## Painless Migration to McAfee Endpoint Security

When McAfee Endpoint Security, version 10.5 became available, Gothenburg migrated 35,000 desktops across all city departments. Migration took only one month, from start to finish, including one week of planning and communications. Most of the nodes were migrated from McAfee VirusScan® Enterprise to the McAfee Endpoint Security Threat Prevention module. The city added the McAfee Endpoint Security Web Control module. A few desktops also received the McAfee Endpoint Security firewall module.

"We had been afraid that users would complain that the migration to McAfee Endpoint Security was hindering them or slowing down their computers," says Hamilton. "However, it was a pain-free installation all around."

## Reduction in Web-Borne Infections Saves 40 Hours Per Week

Gothenburg's security team felt the impact of deploying McAfee Endpoint Security immediately. "We saw a sudden reduction in infections, and we had much better control over our web environment thanks to the McAfee Endpoint Security Web Control module," recalls Hamilton. "McAfee Endpoint Security began blocking users from downloading suspect files from the internet. By reducing time spent remediating after infections, we probably save 40 hours per week."

In addition, users rarely complain. "The help desk receives only one to two calls a week—out of 35,000 users—regarding blocked web pages," he adds.

**Challenges**

- Protect physical and virtual endpoints from malware without impacting performance.
- Enable users to work productively and securely.
- Prevent disruption of city services and protect citizens' data.

**McAfee Solution**

- McAfee Endpoint Security
- McAfee MOVE AntiVirus
- McAfee ePolicy Orchestrator
- McAfee Endpoint Threat Protection
- McAfee Data Exchange Layer

**Results**

- Saved 40 hours per week by blocking more cyberattacks.
- Easier security administration and reduced complexity.
- Much faster malware scanning with no impact on users.
- Foundation set for adding advanced threat defenses.

## Improved Architecture, Graphic User Interface, and Performance

Every day, McAfee Endpoint Security makes Hamilton's job easier. "The modular architecture and fact that there is only one agent instead of multiple agents on the endpoint simplifies administration," explains Hamilton. "The McAfee Endpoint Security GUI is also more user-friendly, simpler to understand and use, and offers more administrative support tools." Because creating rules is so much easier with McAfee Endpoint Security, Hamilton decided to create them from scratch rather than porting them from the legacy solution.

In addition, Hamilton is impressed by the improvement in performance. "Because McAfee Endpoint Security requires less memory and scans so much faster and in the background, our users are happier, which makes us happier too," he says.

According to Hamilton, migrating to McAfee Endpoint Security has been a big win for the City of Gothenburg. "I can find only benefits from migrating to McAfee Endpoint Security," he says. "The new functionality, improved performance, and advanced protection make migration a no-brainer in my opinion. Plus, migration was easy and painless."

## Laying the Foundation for the Future with Integration

Another factor that contributed to the decision to migrate to McAfee Endpoint Security was its ability to integrate with McAfee Data Exchange Layer, the open-source platform that connects security components to enable real-time data exchange, which could prove extremely useful in the future. The city is currently testing McAfee Threat Intelligence Exchange, which exchanges global and local threat information among McAfee Data Exchange Layer-connected systems, and the McAfee Advanced Threat Defense sandboxing appliance. Hamilton has been very impressed by how these integrated solutions enhance and accelerate detection of advanced threats and bolster the city's defenses even more.

In addition to managing protection for the City of Gothenburg's physical endpoints, Hamilton manages protection for its virtual servers. Using the McAfee ePO central console, he can apply the same policies across endpoints, whether physical or virtual. Incorporating eight hypervisors, McAfee MOVE AntiVirus protects 900 virtual servers, some with agents and others without, across two data centers. These servers manage a wide range of applications spanning multiple city departments. Hamilton is also piloting McAfee Endpoint Security in the city's virtualized environment and has been pleased with initial results.

With both physical and virtual endpoints managed from a single McAfee ePO console and superior protection from McAfee Endpoint Security, the City of Gothenburg is proactively blocking ransomware and other threats with much less work. Since additional security components such as McAfee Threat Intelligence Exchange and McAfee Advanced Threat Defense can easily be managed from that same McAfee ePO console, and since endpoint protection is now able to leverage McAfee Data Exchange Layer, the City of Gothenburg has truly laid the foundation for a robust, adaptive threat defense lifecycle that safeguards city operations and citizens' data.

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>
> —Kenneth Hamilton, System Specialist, Expert Office, Gothenburg City