AVG

Fast-Growing Municipality in Southeast Secures IT Operations and Services with AVG Anti-Virus Network Edition

> " *We spend 90% less time managing anti-virus with AVG.*
>
> John Allman, Technology Director, City of Brentwood, TN.

CUSTOMER PROFILE

Client: City of Brentwood

Industry: Municipal Government

Country: USA

Location: Brentwood, Tennessee

Users: 450

Web site: www.brentwood-tn.org

AVG solution: AVG Anti-Virus Network Edition

BUSINESS PROFILE

Brentwood, Tennessee is a fast-growing city of 35,262 residents located just outside of metropolitan Nashville.

IT ENVIRONMENT

450 computers in total, comprising desktops, laptops and the city's Public Safety Mobile Network, which includes mobile units in all fire trucks and police vehicles.

THE CHALLENGE

- Rapid growth in population generating corresponding IT infrastructure needs.
- Increase in number of security threats impacting the city's computing environment.
- Securing the city's Public Safety Mobile Network.
- Overcoming high maintenance requirements of existing anti-virus security solution.

THE SOLUTION

AVG Anti-Virus Network Edition
- Single, robust solution that provides complete protection against viruses, spyware, rootkits and other malware.
- Easy to configure, deploy and manage.
- Central monitoring and administration simplify ongoing maintenance.

LOCAL GOVERNMENT

The Situation

Brentwood, Tennessee is a city of 35,262 residents located in Williamson County, just outside the southern boundary of metropolitan Nashville. The city has experienced rapid growth in its population in the last 30 years and the increase in physical infrastructure, support services and IT needs that come with it. In addition to new roadways and other very visible enhancements, Brentwood has also seen a number of other important changes to support its growth. The city established a municipal fire department in 1986 to replace the previous private department. It computerized its library in 1993, equipped fire engines and police vehicles with laptop computers in 2000 and created a Geographical Information System (GIS) department in 2006 to provide additional online services to employees, residents, agencies, businesses, and visitors.

Today Brentwood's Technology Department, headed by John Allman, supports the city and its residents with a comprehensive set of technology and support services.

Allman's role has evolved along with the growth of the city since he came on board in 1986. While part of the city's fire department, he oversaw a task force formed to develop an electronic record-keeping system for both the police and fire departments. There was no technology department at the time, so Allman continued to help the police and fire departments sort out various technology issues in his free time. As the different groups in the city realized the benefit of Allman's efforts, and the city's needs grew, his "spare-time" technology role became more time-consuming. By 1999, he had risen to Captain in the Fire Department; the only rank higher was that of Fire Chief.

The Challenge

Allman decided that his future lay in technology, so he took on the role of forming and subsequently overseeing a dedicated technology department for the city. His first goal was to put a foundation IT infrastructure in place for the city.

Today, Allman's team encompasses four full-time technicians and an administrative assistant. The group is responsible for delivering comprehensive, cost-effective computing, networking, electronic messaging and training solutions for the benefit of city employees and residents, managing assets that are operational 24 hours a day, 7 days a week.

The department supports a total of 450 computers – including desktops, laptops and the Public Safety Mobile Network. The latter comprises mobile units in all fire trucks and police vehicles and allows for direct access to Brentwood's Computer Aided Dispatch system and state and federal law enforcement computer systems. Allman also started the Geographical Information System (GIS) department in 2006, which operates with an additional three fulltime staff and four part-time interns.

Network security has always been priority for Allman and his team, especially with the Mobile Network because it links back to the city's primary network. The city also provides a number of Internet based services to employees and residents that need to be available round-the-clock. Allman entrusted the network's security to Symantec for a long time – more than 10 years – but in late 2008, he began to have some issues with virus outbreaks, undetected viruses and strains that the software did not seem to be able to handle. Symantec's solution was also putting a heavy load on the city's client systems, which in turn required more maintenance on the technology team's part.

The Solution

Allman began looking for an alternative in preparation for replacing the Symantec solution in July 2009 as part of a planned maintenance period. But in early 2009, the city saw another virus outbreak that Symantec did not catch and could not clean up, so Allman accelerated the project to replace Symantec.

"We just couldn't take the risk any longer."

Allman and his team did a lot of research in their quest for a replacement anti-virus solution. He had experience with Symantec and McAfee and looked into several other solutions, but AVG quickly emerged as

Why AVG?

- 110 million business and home users worldwide

- 1 million more users every month

- Trusted by the world's most demanding businesses

- Comprehensive business protection – file server, email server, workstation

- Multi-award winning performance

- Engineered for no-compromise protection that is easy to live with

- Unique LinkScanner® technology delivers real-time protection

- Comprehensive support and service.

the best solution to meet the city's needs. Conversations with other AVG users confirmed this impression.

In March 2009, Allman replaced Symantec entirely with AVG Anti-Virus Network Edition over a three-day period – in itself a testament to the software's ease of deployment and administration.

As part of the switchover, Allman consulted with his local AVG channel partner and security expert. This partner, over time, had become the city's trusted advisor on all aspects of network security, including network access, firewalls, spam, anti-virus and network management. The company had also recently completed a security audit for the city to help it identify potential vulnerabilities. As part of that exercise, they also assisted with the implementation of AVG to mitigate potential problems created by the tight window for replacing Symantec.

The Experience

Since deploying AVG, the city has not experienced a single virus outbreak – a huge change from the experience with Symantec. Allman's team also reports that AVG is easier to manage, with little to no administrative overhead.

"It's basically on auto pilot" says Allman. "We spend 90% less time managing anti-virus with AVG. We're a small shop. One thing we do not have is extra time. The efficiencies we gain from using AVG mean valuable time we can spend on other IT projects to meet the needs of our constituents."

AVG Anti-Virus Network Edition provides an important additional layer of protection with the LinkScanner® safe-surfing and safesearching module. With the vast majority of today's threats being delivered over the web, LinkScanner enables the city to confidently focus more of its efforts on web-based outreach and information delivery.

"LinkScanner is definitely an added bonus," says Allman. "Symantec wasn't able to provide us with this web-protection layer, and it's clearly a big help for us as more and more of our services go online. Local as well as national government websites have frequently been targeted by cybercriminals, so we're happy to have this extra protection in place."

AVG's unified administration console makes management and maintenance of the product simple and efficient, allowing the team to remotely install, update, and configure the AVG solution across the network from a single point. AVG Remote Admin also provides a real-time view of the status of all the computers protected by AVG. Updates are pushed from a central point to all machines on the networks and can be scheduled to occur at times when the networks are not under heavy traffic pressure.

"The time savings that come from the ease of management and maintenance are a real benefit," notes Allman. "But the most important benefit is that every machine on our network, including the servers, is fully protected. That enables us to keep the IT infrastructure up and running, delivering services to our employees and residents, from the police and fire departments ensuring public safety to the library enriching the minds of our children."

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Visit http://www.avg.com/download to download today.

About AVG Technologies

Since 1991 AVG has championed the cause of internet security for all. Its team includes many of the leading experts in software development, threat detection and prevention and risk analysis. The business solutions this team delivers are always innovative, effective and comprehensive. Critically for smaller businesses they deliver this uncompromising protection in the fastest, lightest and most user-friendly way possible.

A strategy of closely matching product and support to the real world needs of both business and home has rewarded AVG with more than 110 million active users worldwide. A multitude of awards and the recommendation of experts in business protection bear testament to the benefits of the AVG approach.

AVG Business Edition products support all the major operating systems and platforms and cover email, file servers and workstations. This range is distributed globally through a carefully selected reseller base and directly via the web.

AVG is already the world's fourth largest vendor of anti-virus software and is continuing to grow rapidly. Nearly 6,000 resellers, partners and distributors – including Amazon.com, CNET, Cisco, Ingram Micro – team with AVG. These partners recognise the need for the faster, lighter business-class protection that defines the AVG experience.

For more information visit www.avg.com