SOPHOS

Using Sophos Complete Security Suite for Government, the City of Newton, Kansas has consolidated and simplified security management, improved client performance, eliminated or avoided several thousands of dollars in costs for separate spam prevention, web filtering, and remote PC support -- and made its "one-woman IT organization" even more productive.

Customer-at-a-Glance

City of Newton
Newton, Kansas

Industry

Government

Sophos Solutions

Sophos Complete Security Suite for Government

No of Users

200+

The City of Newton, Kansas offers its 19,000 residents a small-town lifestyle, low cost of living, safe environment, thriving downtown, multicultural diversity, and a deep sense of history and community -- all supported by a government focused on making the most of taxpayer dollars to provide superior service in support of community goals.

"The centralized management console is very user friendly, and you can do everything from there. It's so much simpler, and I barely have to look at it daily to know I'm protected."

Brenda Ternes
Information Technology Manager
City of Newton

Business Challenge

As City of Newton's "one woman IT department," Information Technology Manager Brenda Ternes is responsible for supporting more than 200 city employees while protecting the city's data and infrastructure. Working alone, whatever time she spent on managing security was unavailable for other important tasks. And, running Symantec's endpoints alongside other vendors' firewalls and spam filters, she was spending far too much time managing security.

"I was really frustrated with Symantec," says Ternes. "They couldn't get our licensing right, or anything else. We couldn't get good support, and the product wasn't user friendly. What's more, it was slow. When it would start scanning, it used too many resources. Users were complaining. Meanwhile, GFI's email filter was starting to let too much spam through, and people were starting to complain about that, too.

"One day, Sophos called to discuss its solution, and I liked all I heard. I spoke to colleagues who were using Sophos, and they were very pleased. I decided, this has to be better than what I'm using now. There's no reason not to try it."

Technology Solution

First, Ternes replaced Symantec's AV with Sophos' endpoint protection. "Deploying Sophos was a breeze. I was inexperienced then, but I did it all myself on a live production server. It just worked. I even taught my mentor, because his other clients started buying Sophos."

Performance improved, says Ternes: "Unlike Symantec, Sophos requires few system resources." Management improved, too. "The centralized management console is very user friendly. You can do everything from there. It's so much simpler, and I barely have to look at it daily to know I'm protected."

Next, Ternes invested in the Sophos Complete Security Suite for Government. Consolidating on Sophos gave her many opportunities to add value or reduce cost. First, she installed Sophos PureMessage to replace GFI's spam filter. "Sophos cut our spam greatly. I stopped buying GFI's support, saving about $400 per year -- and saving lots of time in not having to answer complaints, or search the filter for valid items that were caught."

"I really like that you can just right-click, choose Protect Computers, and voilà, it takes care of everything. It's so easy."

Ternes also appreciated the home user licenses included with Sophos' suite. "Employees often ask me to support their personal systems. I can put home licenses on those PCs. They save time and money, and get better protection."

Ternes recently implemented Sophos' web filter as a virtual appliance on VMware -- again, without any help. "I'd been looking for a solution like that, when my Account Executive, Tyson Chartier, told me it's included in my suite. That saved me roughly $6,000."

"I love this product. It sees users, what they're looking at, and the bandwidth they're using. And it's Terminal Services aware: if you're on Citrix, it records your user information instead of just the day's first connected user, or an IP address. Now I can tell a department head, 'this dude is streaming CBS movies, and I doubt that relates to his job.'"

Easy, Flexible Web Filtering With Sophos' web monitoring tools, it's easy to identify and prevent inappropriate web usage that would place government agencies at risk

"Sophos has significantly reduced my time dealing with security. It's served me well for years. It's a great product."

Brenda Ternes
Information Technology Manager
City of Newton

Business Results

"Consolidating on Sophos significantly reduced the amount of time I spend on security issues. I like having one vendor for many solutions: the fewer applications to manage and purchase support for, the smoother things are.

"With Sophos, I don't have to spend all my time doing scans: Sophos automatically does all that. It automatically handles definition updates and catches new malware.

"Sophos is easy to install, deploy, and use. It doesn't take a lot of resources. It protects my remote users. Everything works well; I've never even needed support. It offers exceptional value. It has served me well for several years. It's a great product."

Find out how we can help protect your organization and to buy online.

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