

InTACT

GOVERNMENT

InTACT is the insourced provider of telecommunications and computing services for the whole of the Australian Capital Territory Government. Since deploying Sophos Anti-Virus™, more than 10,000 computers in the Territory's government departments, agencies and hospitals have been protected from malicious threats.



Business challenge

The government of the Australian Capital Territory (ACT) administers the area in and around the nation's capital, Canberra. InTACT was established within the ACT Government in 1996 to manage its information technology infrastructure. InTACT is a commercial organisation operating within the Department of Treasury.

InTACT has an annual operating budget of around A\$73m and its 230 staff serve the computing requirements of seven departments, more than 55 sub-agencies and 12,000 employees. The agency's

infrastructure features a government-wide voice and data network, high-speed internet connectivity, 400 servers, two high-security data centres, three Oracle applications and a further 1500 local applications.

InTACT is responsible for protecting the integrity of systems and data, not just at the department level, but across all projects and institutions at more than 300 locations. A critical objective of InTACT's computer security has been to protect the integrity of more than 19 terabytes of stored data.

Key facts

Organisation
InTACT

Location
Canberra, Australia

No of users
10,000 in hospitals and government departments

Servers
Windows 2000/2003

Desktops
Windows 2000

Solution
Sophos Anti-Virus

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Ian Waters, Manager, Central Server Facilities, InTACT

Establishing a standard operating environment based around Windows 2000 and 2003, SQL Server and Oracle Financials, as well as a common operating environment for its desktop and notebook fleets, has been critical to the agency's objective in reducing the total cost of ownership for the government. These standardised environments are backed by strict computing policies, helping InTACT facilitate ease of use and simplified management across the entire network.

Technology solution

More than 10,000 government computers are protected against viruses and Trojans by Sophos's award-winning desktop anti-virus solution, Sophos Anti-Virus. Maintaining up-to-date protection for such a large and distributed computing environment is a business-critical responsibility, and InTACT relies on Sophos EM Library™ to administer and manage every desktop client installation from a central location.

Ian Waters, Director of Technical Solutions, comments, "We originally chose Sophos because of its security strengths, the company's technical excellence and, in particular, the software's low resource usage." He continues, "Now, more than ever, computer security is a critical function for InTACT. Sophos provides us with the confidence and peace of mind that our users can be protected while they're at work, out in the field or working from home."

Sophos has established its Asia Pacific technical centre of excellence in Sydney. The benefit of the service is not lost on Waters. "While we don't have to call on Sophos's support team very often, it is very important that we have immediate access to technical specialists," he says, "The support capabilities are outstanding and Sophos's technical experts have worked closely alongside our team to ensure we have the highest levels of protection across our entire infrastructure."



An ACT Government Library Internet Café for Seniors



Business results

The success of InTACT's partnership with Sophos recently resulted in the agency extending its contract and upgrading its licence conditions. Government employees who use notebook computers or their home PCs for government work are now also protected by Sophos Anti-Virus, taking full advantage of Sophos's flexible licensing arrangements.

EM Library ensures these remote users remain protected around the clock with automatic updates. Extending protection to government employees outside the workplace has been a critical step in reducing the risk of remote users exposing InTACT's network to corrupted, infected or malicious files.

According to Waters, "For more than six years now, since we started using Sophos Anti-Virus, InTACT's network has been protected against viruses and Trojans." Sophos's automatic updates and small virus signatures ensure InTACT's technical labour and network bandwidth usage is kept low, ensuring resources can be allocated to other projects.

Waters concludes, "While InTACT's technical teams focus on the timely delivery of major new projects, we can rest assured that Sophos Anti-Virus is in the background protecting the Government's critical computing infrastructure from security threats."

To find out how Sophos products can help protect your organisation, visit www.sophos.com/products