

Ferrellgas

DISTRIBUTION

Ferrellgas was experiencing problems with viruses, adware, spyware and spam. The propane distributor's previous anti-virus solution was cumbersome and the protection it offered was unsatisfactory. Since switching to Sophos, Ferrellgas technicians have been able to eradicate threats at the endpoint computer and at the email gateway.



Business challenge

A Fortune 1000 company, Ferrellgas is the second largest marketer of propane in the United States and the largest provider of propane by branded tank exchange. With 683 retail outlets supplying residential, industrial/commercial, and agricultural services to approximately one million customers across the United States and Puerto Rico, the company's network includes more than 2,000 users.

For a company of this size, threat detection can be a challenge. And the solution Ferrellgas had been using was ineffective and difficult to manage at the endpoint.

According to Damon Carrasco, End User Services Manager at Ferrellgas, "We were unable to constantly monitor threats at the desktop level. We found out about viruses, adware and spyware when they were reported by our users. The extent of our vulnerability was unknown, and we were entirely in reactive mode."

Once a threat had been reported, eliminating it required the Helpdesk to work with the user via telephone – or worse. "Half of the time we had to have the user ship the PC or laptop back to corporate for re-imaging," Carrasco explains.

Key facts

Organization

Ferrellgas

Location

Overland, Kansas

No. of users

Total users: 2000

Remote users: 1600

Solutions

Sophos Endpoint Security and Control

Sophos ES1000 Email Appliance

"Sophos is a tremendous timesaver. The benefits of Endpoint Security and Control have allowed us to focus our efforts in other areas."

Damon Carrasco, End User Services Manager, Ferrellgas

On top of that, when the renewal on the solution was due, the cost was increasing by almost 150%.

Ferrellgas needed a solution that would dramatically improve network security while also simplifying its management. It turned to Sophos for answers.

Technology solution

According to Damon Carrasco, Ferrellgas was drawn to Sophos because of its “proven track record.” So Ferrellgas replaced the ineffective endpoint security solution they had with Sophos Endpoint Security and Control.

The Sophos endpoint solution simplified management for Ferrellgas, enabling threats to be monitored at the desktop level. Technicians could automatically deploy and manage the assessment, control and protection from one console. “This has enabled us to be proactive in confronting issues, which in turn has increased end-user confidence in our abilities,” Carrasco adds.

Carrasco noted that Sophos’s small virus definitions and the frequency of updates were a major factor in the selection of Sophos Endpoint Security and Control.

Because of Ferrellgas’ unique company structure, much of the endpoint solution deployment was accomplished manually over the Wide Area Network. The Sophos Professional Services team worked with Ferrellgas every step of the way to a successful deployment.

“Sophos Endpoint Security and Control enables our technicians to proactively eradicate threats to our PCs and laptops in the field,” says Carrasco. “The Sophos Competitor Removal Tool worked great, too.”

On average, Ferrellgas receives approximately 655,000 email messages each month – the majority of which are spam.



Choosing Sophos’s ES1000 Email Appliance to protect the email gateway was the natural choice for Ferrellgas. Rob Brotherton, server administrator, says “The installation process was a snap. We had the appliance up and running ourselves in a couple hours, including firewall changes and physically mounting the appliance in a rack.”

Sophos ES1000 Email Appliance provides intelligent, easy-to-manage security to block malware, potentially unwanted applications and spam from entering the network via the email gateway. It includes a comprehensive range of user- and group-specific policy controls for email and other organizational policy requirements that, once set, can be monitored and enforced by Sophos’s unique managed appliance platform.

Business results

Before switching to Sophos, Ferrellgas was unable to view and monitor threats, leaving them potentially vulnerable and occupying too much of its IT administrators’ time with mundane tasks. Today, Ferrellgas easily protects its network from threats and blocks about half a million unwanted emails every month.

“We no longer get calls to the Helpdesk regarding error messages due to virus definition updates. This alone saves approximately two hours per week,” says Carrasco. “We’re now attacking viruses as soon as they’re detected, so no more Helpdesk tickets regarding viruses, adware, or spyware. This is a tremendous timesaver because it used to be that we’d spend several hours cleaning viruses off of laptops and desktops. Now we clean them remotely as part of the daily agenda. The benefits of the Sophos has allowed us to focus our efforts in other areas.”

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