An Upgrade to Total Endpoint Security and Simplicity

DRAWING FROM YEARS OF EXPERIENCE WITH HEAT SOFTWARE® PRODUCTS, DENBIGHSHIRE COUNCIL ADDS THE COMPLETE HEAT ENDPOINT MANAGEMENT AND SECURITY SUITE

In the County Council of Denbighshire in northern Wales, about an hour west of the English port city of Liverpool, Jane Griffiths, principal technical support manager, and her colleagues are feeling assured and confident in their IT security measures. Endpoint security, while always a pressing concern, has gotten easier for them to implement, manage and delegate.

COMPANY

Name: Denbighshire Council

SOLUTION

HEAT® Endpoint Management & Security Suite (HEAT EMSS)

BENEFITS

- Reduces complexity and TCO via an agile, single console, single agent, single server architecture that can manage thousands of endpoints regardless of their location.
- Delivers best-of-breed, modularly licensed, product capabilities that meet growing IT requirements.
- Unifies IT operational and security workflows to enable greater control, visibility, and more effective policy management while still allowing for customized, role-based user interfaces to be assigned.
- Simplifies management of systems, agents and policies in real time - from a single console.
- Optimizes resources by extending policy or remediation efforts to a single endpoint or group.
- Centralizes reporting and logging to increase accuracy, reduce the compliance burden, and enhance visibility.

Griffiths and her team are responsible for securing the Council's 2,300 endpoints in its administrative offices. The Denbighshire IT team first got to know HEAT Software® as users of Device Control. They recently decided to upgrade to the full HEAT Endpoint Management and Security Suite.

"Our experience with HEAT Software (HEAT EMSS) Device Control has been excellent," said Griffiths. "When we took a closer look at the advantages of having the entire HEAT Endpoint Management and Security Suite, such as centralized management and quick module add-ons, the decision to upgrade was a good one for us."

"Our delivery and support systems must be integrated and accurate end-to-end," said Frank Marisco, senior director of software development. "When a client calls our NOC (Network Operations Center) for service, our support staff must rapidly authenticate the caller, their authority and then subsequently locate the specific hardware on the data center floor."

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> Jane Griffiths, Principal Technical Support Manager, Denbighshire Council

SENSITIVE DEVICES AND DATA, SOLID SECURITY

Denbighshire Council has over 1,500 employees in locations throughout the county. Over 93,000 people reside in and around Denbighshire, with most in the largest resort towns on the coast at Rhyl and Prestatyn.

There is a great deal of sensitive data that moves through Denbighshire offices — resident-level data, employee data, payroll data, and Council taxes are all calculated and managed on Council computers.

Denbighshire Council must also meet the compliance standards set by the Public Services Network (PSN) that oversees communications across UK government entities.

"We have different data impact levels specified in our Code of Connections in the UK," said Griffiths. "For example, resident-level data is high impact due to its sensitivity and confidentiality, whereas school schedules and menu planning are not sensitive. We are required by law to keep track of it all and have an audit trail."

According to Griffiths, the visibility, forensics and reporting available for all the modules in HEAT EMSS were important selling points, especially as they applied to PSN requirements.

"We have good visibility into what is being transported on memory sticks and throughout our network with HEAT EMSS," said Griffiths. "We can track everything and report on it which is critical for us to meet our compliance requirements with PSN."

A PATH TO COMPLETE COVERAGE

John Morrell is a technical support analyst for Denbighshire and has over 15 years of experience in IT security. He has worked closely with the HEAT EMSS. Morrell manages Device Control as well as Patch and Remediation through the HEAT Software platform.

Morrell and designated colleagues can control all licensed security modules in one console, versus the normal three to six different systems on average that most administrators must manage.

"Having everything in one place with the total Suite just made more sense in terms of simplicity and the total cost of ownership," Morrell said. "With fewer moving parts it also became easier to manage and more secure."

"We have great security and control over our devices and patch updates. And HEAT Software has been absolutely wonderful in seeing any support issues through to the end. I would highly recommend HEAT Software to other Council's looking for a solid endpoint solution suite."

John Morrell, Technical Support Analyst, Denbighshire Council

The installation and implementation of HEAT EMSS has gone smoothly.

"I was able to install the software without any problems and when I did have a question or run into something I didn't understand, I was able to make a call to their international support line for quick answers," Morrell said.

With a team of 50, Griffiths and Morrell can easily delegate various roles and responsibilities among team members. Overall, they've been pleased with the performance and peace of mind HEAT EMSS has delivered.

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