

World-class teaching, world-class security

RENOWNED HERIOT-WATT UNIVERSITY IN SCOTLAND SELECTS HEAT® ENDPOINT MANAGEMENT AND SECURITY SUITE FOR DEVICE CONTROL, ANTIVIRUS AND APPLICATION CONTROL.

Heriot-Watt University is one of the leading universities in the UK for business and industry, and its Institute of Petroleum Engineering attracts graduate students from all over the world who earn their master's and doctorate degrees in this demanding field of study.



COMPANY

Name: Heriot-Watt University

Industry: Education

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.

The Institute works closely with major oil exploration and production multinationals such as BP, ExxonMobil, and Shell, all of which are eager to gain access to this top talent pool of engineers.

Research at the Institute is conducted in a variety of disciplines, and all of this research creates data, and all of this data must be secured.

Dr. Ian Chisholm is director of computing at the Institute and is responsible for making sure that sensitive research and industry data is protected. The Institute relies on him, and he relies on the HEAT® Endpoint Management and Security Suite (EMSS).

“We work with, and generate, a lot of data in research and we’re also provided with research data by our business partners,” said Chisholm. “It’s extremely valuable so we need to make sure we can track it and secure it all times. The oil companies, as well as our researchers, are naturally very concerned about this.”

“Being able to control such a variety of endpoint security aspects from HEAT EMSS’s single management console is a huge savings in time and effort. From there I can quickly target remediation efforts and the reporting within HEAT keeps me better informed.”

Dr. Ian Chisholm, Director of Computing, Institute of Petroleum Engineering
Heriot-Watt University

LOCKING DOWN SENSITIVE RESEARCH AND INDUSTRY DATA

Chisholm knows the data and security implications well. With a Ph.D. in physics and a master's degree in optical engineering, he knows his way around a research and teaching facility.

He also knows how to research problems and solutions. With over 500 endpoints and a mixed environment of Windows, Linux and Mac, he knew he needed an enterprise solution that could also be centrally controlled and managed. His research led him to HEAT Software two years ago.

“We started using Device Control, and then upgraded to the HEAT Endpoint Management and

Security Suite,” said Chisholm. “We found it to be much faster than other AntiVirus agents, and the management and reporting was much easier since it was all controlled in one place.”

Chisholm installed the HEAT Software product himself. He’s also added more HEAT Software modules including Power Management, Disk Encryption and Application Control.

INTERNATIONAL DESTINATION AND TOP RANKINGS

In addition to the top-flight reputation of the Institute of Petroleum Engineering, Heriot-Watt University is also Scotland’s most international university, with 11,800 students from 150 countries. Heriot-Watt also has campuses in Scottish Borders, Orkney, Dubai, and a new one opening in Malaysia.

While always regarded as a top institution, Heriot-Watt has ranked at or near the top of higher education institutions in the UK. A few highlights:

- Scottish University of the Year 2012/13, for the second year running.
- UK University of the Year for student experience.
- Ranked #9 in the UK overall.

SAFE AND DELIGHTED

Chisholm speaks quickly and clearly about the benefits of the new security software for the Institute. It works “brilliantly and gives far more visibility” as promised and he seems genuinely delighted, as if he just solved a graduate-level physics equation.

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The only downside might be that the HEAT software is a little too easy to monitor and manage. He’s found himself checking on the settings and system status from home late at night, after he puts his small children to bed.

As for his own sleep quality, it’s excellent. He’s confident in his network and data security defenses.

“The bad guys will always be out there trying something,” said Chisholm. “But the HEAT Software products are rock solid and well-supported. We’re glad to be working with them.”

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