

“All in all the Pointsec Device Protector software we have installed gives our network engineers full control of the network again.”

*Matthew Codina,
IT Network Manager,
Telecom Plus*



CUSTOMER NAME

Telecom Plus

INDUSTRY

Telecommunication

CHECK POINT PRODUCTS

Pointsec® Protector

Note: Pointsec Mobile Technologies was acquired by Check Point Software Technologies after this story was written

Total Network Security For Telecom Plus – The Utility Warehouse

Telecom Plus plc, a major British company whose shares are listed on the London Stock Exchange, is a leading provider of Internet and landline telecom, and gas and electric utility services in the UK. It has matured to become a premier source for high-performance reliable Internet and utility services for both business and consumer markets throughout the UK.

THE CHALLENGE

The Utility Warehouse Discount Club operated by Telecom Plus plc needed a network that is completely safe from the threat posed by removable media devices. Many employees at Telecom Plus’ North London headquarters spend a large amount of time ‘hot-desking’ around the office as well as working remotely. It is vital, therefore, that employees have access to the data they need wherever they are, as well as having the ability to use removable USB devices in order to carry around large quantities of data.

It is this necessity that threw up problems for the IT department at Telecom Plus. How could it ensure that the workforce was as flexible as possible without risking the security of the network, or the threat of data theft through USB flash drives and other removable media devices? A blanket ban on removable media devices would limit the company’s workforce flexibility, and create an air of distrust among employees. Controlling the use of removable media devices and total visibility of data coming in and out of the network was the only way for the company to reconcile this dilemma.



www.utilitywarehouse.co.uk

THE SOLUTION

Two years ago Matthew Codina, IT Network Manager at Telecom Plus, researched software solutions that would monitor and regulate the use of removable media devices. He evaluated a product from one of Pointsec's competitors that he describes as "extremely basic and very difficult to deploy, it was also very immature in that it focused entirely on the PC rather than the user's requirements."

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Matthew Codina, IT Network Manager, Telecom Plus

Codina decided to test out some other removable media security options from other vendors. Products from Pointsec amongst others were tested by Telecom Plus and Pointsec Device Protector was chosen due to its flexibility, usability and sophistication. "Pointsec came across as a company that had been in the real world and understood what real businesses needed," said Codina. "With Pointsec Device Protector the software follows the user around and is not rigidly stuck to one PC. This suits the needs of individual users and the company as we operate a 'hot-desking' policy that simply did not fit with other software products we tested."

Telecom Plus made use of Pointsec's consultancy services in order to decide on the most appropriate software for its needs and Matthew Codina found the consultancy service offered by Pointsec to be exceptional. "The consultancy service offered by Pointsec was outstanding. Way before we had committed to buying anything they worked closely with us to develop a solution that was fully tailored to our needs as a company," said Codina. "The Pointsec team delivered the installation and rollout on time and not only had extremely advanced technical knowledge but

were incredibly helpful and friendly throughout the process." Telecom Plus bought 200 Pointsec Device Protector version 4.52.1 licences which included Device Manager and Program Security Guard to roll out across the company.

THE RESULTS

Pointsec sent in two dedicated engineers to install the software onto two PCs so it could be easily rolled out to the rest of the company. Telecom Plus also benefited from a full day's training with Pointsec experts for all users. In addition to the original implementation phase, Pointsec engineers and trouble-shooters were on hand to help with any teething problems.

For Telecom Plus, the major benefit of Pointsec Device Protector is the flexibility of its content filtering, "which is not only easy to use but so much more advanced than any of its competitors," said Codina. This means the company can pick and choose exactly what is and is not accepted onto the network giving the network manager 100% piece of mind. As well as this Codina is able to get automatic email and SMS alerts if there are ever any software failures, allowing him to act immediately to ensure no damage is done.

"Any kind of changes in IT technology are bound to take some adjusting to by a company and its users," said Codina, "but the team at Pointsec was always available, both pre and post sale, to ensure that this process ran as smoothly as possible."

"By the time our product trainers arrived at Telecom Plus we had already worked closely with the company to identify the personalizations and tweaks that Telecom Plus required. Our experts were able to incorporate these changes on the spot," said Neil Larkins, Global Product Manager of Pointsec.

"All in all the Pointsec Device Protector software we have installed gives our network engineers full control of the network again. We already had control of the Internet and email facilities through antivirus and firewall programs, but it was not until the company deployed Pointsec Device Protector that we could control removable media usage and ensure the previously open door to our network remains firmly closed," concluded Codina.

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