Software provider streamlines growth with efficient cybersecurity

Bitdefender protects all enterprise endpoints, generates substantial time savings for IT, and improves end-user experience

THE CHALLENGE

The IT team at Tyler Technologies was spending increasing time on security management because its prior security solution, Kaspersky, involved tedious manual processes for policy administration. Plus, Kaspersky's visibility and reporting capabilities were insufficient. In fact, it took at least an hour to generate reports, slowing IT's ability to identify root causes and resolve issues. When Kaspersky was removed from the list of approved federal security products, Tyler IT decided it was time to find a new solution.

Tyler evaluated Sophos, Symantec, Cylance, Carbon Black, and Bitdefender. After reviewing industry test reports and internally testing the products, Tyler selected Bitdefender GravityZone Enterprise Security.

Dan Leming, IT Manager, End User Services, Tyler Technologies, explains, "GravityZone outperformed on all fronts—minimal CPU usage, exceptional threat detection, and streamlined administration. We also like that GravityZone is an end-to-end security suite and integrates well with our large VMware environment."

THE SOLUTION

Today, Tyler depends on Bitdefender GravityZone Enterprise Security to secure 3,100 virtual servers distributed across a VMware vSphere-based on-premises data center and Microsoft Azure cloud. GravityZone also safeguards Tyler's 4,900 Windows and Apple workstations. Applications running on Bitdefender-protected machines include Microsoft SQL Server, Microsoft Exchange, Microsoft Visual Studio, and Changepoint, among others. Deployment was easy and quick even though it involved some 8,000 virtual, physical and cloud-based endpoints and highly heterogeneous and distributed infrastructure.

Recently, IT implemented the GravityZone Full-Disk Encryption add-on module to automate manual processes for managing BitLocker encryption keys and simplify administration by consolidating encryption management and endpoint security using the same GravityZone console.

tyler technologies

Tyler Technologies provides 10,000-plus clients in more than 21,000 installations with software and services that automate accounting, financial management, document e-filing, court case tracking, and Web-based services, among other functions.

Industry
Technology

Headquarters
Plano, Texas, USA

Employees
5,000-plus (IT staff, 50)

Results

- Consolidated endpoint security for virtual, physical and cloud-based systems
- Reduced weekly security administration from 40 to 20 hours
- Improved end-user experience decreasing security-related trouble ticket volumes

THE RESULTS

Prior to GravityZone, IT was spending excessive amounts of time on security administration and accessing security-related data, such as scan logs and quarantine reports.

"With Kaspersky, we were shooting in the dark," recalls Leming. "GravityZone gives us a holistic view and deep insights. We can verify everything is encrypted and has the latest anti-malware definitions. The centralized view across our 8,000 virtual servers and physical devices spanning thousands of miles is extremely valuable."

Because GravityZone has streamlined so many tasks, IT reduced time spent on security from 40 to 20 hours per week on average. Leming estimates overall time to resolve security issues has plummeted by 25-30 percent.

Leming explains, "GravityZone generates reports in minutes compared to an hour or more so we can identify root causes and resolve issues more easily. With these time savings, we've limited our headcount increases in IT, even as Tyler has made multiple acquisitions and added staff."

"GravityZone gives us the flexibility to customize and vary security policies for different servers and workstations. Before, this was next to impossible to do."

Previously, users were disrupted with false positives and slow running devices during security scans. Even more alarming were pop-up messages when Kaspersky would erroneously stop monitoring random users' workstations.

"Our users are much more trusting of security now that the prior issues disappeared," explains Leming. "Our monthly average number of security-related trouble tickets dropping underscores this change."

GravityZone also uses minimal infrastructure resources while delivering improved performance. For example, scanning of physical devices and virtual servers is off-loaded to local servers across 30 offices in the U.S. and Canada rather than straining the network with scanning-related traffic to and from each machine. Time to run full-system scans also decreased by 50 percent, minimizing impact on users' systems.

Leming also had positive things to say about Bitdefender as a company: "We've been impressed with Bitdefender's steady stream of new products and features. They stand out in the industry in their commitment and aspiration to move their products forward and become a one-stop shop for the full spectrum of security needs."

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Bitdefender Footprint
GravityZone Enterprise Security:

- Security for Virtual Environments
- Security for Endpoints
- Full-Disk Encryption

IT Environment

- Microsoft Azure
- VMware vSphere

Operating Systems

- Apple (Mac)
- Linux
- Microsoft Windows

1109/2019 Bitdefender-CaseStudy-Tyler-crea3586-a4-en_EN