

Coop Estense

Reduces resolution times for security issues

Overview

The need

Coop Estense needed to automate compliance of endpoints without having an added management burden for the IT personnel.

The solution

The IBM® BigFix® solution replaces a range of products previously used, from antivirus to patch management and remote control solutions.

The benefit

The solution noticeably reduced resolution times to possible intrusions or infections and provides 360-degree cover of the IT infrastructure chain.

Coop Estense retails food and non-food items.

The need

“As a company in the retail sector, we obviously have the need to be compliant with PCI DSS [Payment Card Industry Data Security Standard], so we needed to have the endpoints guaranteed as PCI DSS and therefore be able to manage all the patch and control management, and network access by possible outside intrusions or guests that entered the network,” says Andrea Goldoni with Coop Estense. “There are 2,500 endpoints interested in BigFix ... all the desktop devices used in the company.”

“The approach was basically manual,” says Goldoni. “There was a patch deploy where the firewall applied together with all the rules necessary for compliance. This gave its results and brought compliance into the company, but the long-term management proved very complex and it was a problem to maintain long-term compliance. Therefore, there was the need to implement a solution that could automate compliance of all the endpoints without having an added management burden for the IT personnel.”

The solution

“We carried out a series of comparative analyses between various producers and the software we found the best was BigFix,” says Goldoni.

“The response times of previous solutions were long ... something that BigFix solved, noticeably reducing the resolution times of the possible intrusions or possible infections that the company faced,” says Andrea Goldoni, Coop Estense.



“BigFix helped us in many ways, in that it became operational very rapidly and therefore we soon managed to deploy the agent on all the machines and render them immediately active,” says Goldoni. “The next phase to make it compliant was almost child’s play. The necessary fixes were applied and very soon, in a week, we brought the whole solution to order, bringing everything that was needed into compliance. We acquired all the modules; those obviously more interesting for us are the security part, but also the patch management, the software distribution, the asset management and the power management.”

The benefit

“When it comes to investment return, we have carried out various analyses,” says Goldoni. “BigFix replaced a range of products that we had in the company: from the antivirus to patch management and remote control. The ROI proved relatively simple because the unification of these products and their maintenance cost was more than the acquisition of BigFix.”

“There are many risks and threats in a retail company, above all from the part tied to point-of-sale and bank payments,” says Goldoni. “The most important thing in the implementation of BigFix was the response times of the solutions of possible problems, possible virus infections or possible intrusions. The response times of previous solutions were long ... something that BigFix solved, noticeably reducing the resolution times of the possible intrusions or possible infections that the company faced.”

“As a partner, IBM, is without doubt, fundamental on the part of the infrastructure and having IBM also on the security part allows us to have a wider vision of the whole infrastructure and all the security linked to the infrastructure,” says Goldoni. “With its vision of the infrastructure, IBM allows us to have a 360-degree cover of the whole IT infrastructure chain.”

Solution components

Software

- IBM® BigFix®

Take the next step

To learn more about the IBM BigFix solution, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/security/bigfix

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