McAfee®

Protect what you value.

Atos Origin

Customer profile
IT services company

Industry
Information technology

IT environment
Atos Origin supports Windows, Linux, Mac, NetApp, and Novell Netware platforms over LAN, WAN, ISDN, and Internet connections.

Challenges
Atos Origin must deliver cost-effective threat protection to approximately 35,000 nodes at 15 customer sites in Germany.

McAfee solution
McAfee Total Protection™ for Enterprise includes: McAfee ePolicy Orchestrator 4.0, anti-spyware, anti-spam, anti-virus, desktop firewall, and host intrusion prevention. Atos Origin also uses McAfee GroupShield for Microsoft Exchange

Results
• Error-free migration to 4.0 completed in only one hour

• More detailed reporting supports improved decision making for clients

• Faster report generation accelerates time-to-resolution for administrators

• Real-time views and audit functions streamline compliance

Atos Origin Relies on McAfee ePolicy Orchestrator 4.0 to Deliver Seamless Managed Services

Atos Origin is a leading international IT services company that provides consulting, systems integration, and managed operations for an international client base across all industry sectors. For its clients, the managed operations group supports core IT infrastructure including datacenters, desktops, server farms, and network communication systems. In Germany, more than 3,000 IT Professionals are working closely together with business giants like German BP, Premiere TV or E-Plus Mobile Communications. Atos Origin delivers reliable threat protection to approximately 35,000 nodes at 15 customer main sites in Germany and locations all over the world.

Via a single McAfee ePolicy Orchestrator® (ePO™) version 4.0 server and one dedicated database server, the company supplies McAfee anti-virus protection, spyware detection, desktop firewall services, and host intrusion prevention over LAN, WAN, VPN, ISDN, and Internet connections. Atos Origin accommodates the Windows, Linux, Mac, NetApp, and Novell Netware platforms.

A satisfied McAfee customer since 2000

Atos Origin has worked with McAfee security products since 2000 and started with the 1.0 release of ePO. The managed operations market is highly competitive so the company's challenge is too provide reliable security for its clients as cost effectively as possible. Atos Origin found ePO to be a highly scalable, security risk management (SRM) solution that reduced administrative overhead across its client portfolio.

"We can handle 15 large customers—with varying bandwidth requirements—and 35,000 nodes on one server. We could easily scale to 50,000 nodes without having to add another server," explained Marco Gruber, Senior Security Specialist, Atos Origin.

With the release of ePO 4.0, Atos Origin decided to migrate, wanting to take advantage of the product's improved reporting capabilities.

Migration to ePO 4.0 goes without a hitch in only one hour

From one ePO server, Atos Origin delivers McAfee GroupShield® for Microsoft Exchange and McAfee Total Protection for Enterprise, which includes anti-spyware, anti-spam, anti-virus, desktop firewall, and host intrusion prevention. With 35,000 client nodes and multiple services, it was important that the migration to ePO 4.0 go smoothly.

"We wanted to migrate to 4.0 because our customers were demanding more detailed reports to support decision making," recalled Gruber. "This was outside the scope of the previous release. It required a lot of time consuming script design and database modifications on our end."

With 4.0, Atos Origin can quickly produce automated reports for its clients and a variety of real-time dashboards for internal use that focus on key performance indicators (KPIs). Internal reports are always available to management via the Atos Origin web portal.

The product can monitor anything from a chart-based query ("how many agents are up to date?") to a small web-application, like the MyAvert Threat Service. ePO can display information via bar, pie, and line charts, and integrate a launch pad of relevant links or a systems search function. It's also easy to switch between dashboards using tabs.

"We ran the upgrade in the evening and it was done in an hour with no errors," continued Gruber, "without any influence on the services of our customers."

A virtual testing environment sets the stage

Although the migration per se took only an hour, the Atos Origin staff prepared thoroughly before hand to satisfy change procedures and minimize risk. The week prior to the migration, they created a virtual testing environment with VMware and tested the upgrades using a copy of the database and the old ePO server.

"McAfee was with us every step of the way," said Martin Reindl, Business Unit Leader System Security, Atos Origin Germany. "But we really didn't need them. Every thing went as planned and was handled by my own engineers."

Faster time-to-resolution and streamlined compliance

Before the migration to ePO 4.0, reports could take as long as two hours to run and then might require further fine-tuning by hand. Now a report can be generated in seconds and sent to the network administrator who can begin resolving an issue immediately. This goes a long way towards ensuring that Atos Origin can meet its service level agreements (SLAs)

Further, as any company that operates within an EU country, Atos Origin must comply with a variety of standards and regulations, including ISO 9001 (quality management) and ISO 27001 (information security). The improved reporting capabilities of release 4.0 mean compliance abnormalities can be spotted immediately and a complete operational history is always available for inspectors through the product's audit trail.

With ePO 4.0, Atos Origin has standardized its SRM infrastructure on the industry's leading security workflow automation and management tools. Atos Origin relies on all its McAfee products to successfully meet or exceed SLAs, comply with regulatory mandates, control costs, and reduce administrative overhead.

"We are extremely confident with ePO and all the threat protection managed by it. Using McAfee, our clients have not had a single outage by a security incident in that area in seven years," concluded Martin Reindl.

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Martin Reindl, Business Unit Leader System Security, Atos Origin Germany
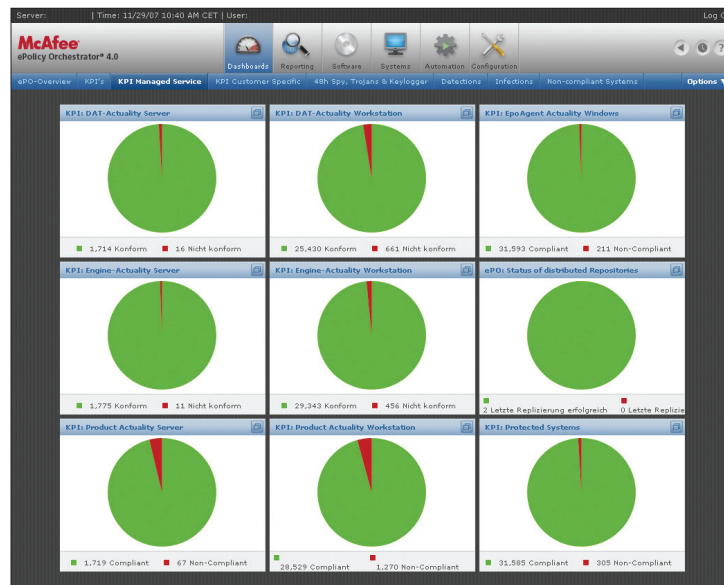
ePO 4.0 dashboard highlights important KPIs at a glance.

McAfee

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