



CUSTOMER SUCCESS

Apprise Software, Inc.

Reducing TCO for IT with Symantec Hosted Solutions

Taking Endpoint Security to the Cloud with Symantec Hosted Endpoint Protection

Maximizing profitability—from supply chain to IT

More than ever before, consumer goods manufacturing and distribution means doing business globally. Maximizing supply-chain profitability across regions is especially crucial in the consumer goods industry, and many companies rely on enterprise resource planning (ERP) solutions from Apprise Software, Inc., to keep their competitive edge.

Apprise takes a similar approach to its own information technology. By using Symantec Hosted Services, the company is able to reduce its total cost of ownership (TCO) for core IT functions.

“We use Symantec Hosted Services in areas such as email security because we can get a much more robust solution delivered through the cloud than we would be able to host for ourselves, and at a much more reasonable cost,” explains David Wassenaar, Vice President, IT, at Apprise Software. “We don’t have to put any team member’s time into it, and we don’t have to spend money to provide the hardware redundancy on our end to ensure high availability for the solution.”

Endpoint protection through the cloud

Apprise recently participated in a four-month beta customer pilot for Symantec™ Hosted Endpoint Protection, an easy-to-use solution that includes advanced technologies for antivirus, antispysware, firewall, and host intrusion prevention, all managed from a single Web-based management console. Apprise tested the solution on desktops, laptops, and file servers. “Based on our positive experience using Symantec Hosted Services in other areas, it made sense to expand our use of software-as-a-service to include endpoint security,” says Wassenaar.

Apprise chose to push the software agent out to client endpoints via an email invitation. “Symantec Hosted Endpoint Protection is simple to deploy and easy to use,” says Wassenaar. “You just check a couple of boxes on the website, and that’s it. We had the system up and running and the agents pushed out in no time at all.”

ORGANIZATION PROFILE

- Website:** www.apprise.com
- Industry:** Technology
- Headquarters:** Bethlehem, Pennsylvania
- Employees:** 150

SYMANTEC SOLUTIONS

- Symantec™ Hosted Endpoint Protection
- MessageLabs™ Email Anti-Spam
- MessageLabs™ Email Anti-Virus

Why Symantec?

- Simple deployment and configuration
- Centralized, Web-based management console
- Reduces TCO for IT
- Remote team members’ antivirus definitions stay current
- Superior user interface expedites access to information

With Symantec Hosted Endpoint Protection, automatic security updates occur transparently over an Internet connection, enabling employee systems to stay current whether team members are in the office or on the road. “We have some remote team members who previously were only protected with the latest antivirus definitions when they were in the office or connected through VPN,” Wassenaar explains. “Now their definitions will be updated automatically whenever they have an Internet connection.”

A better user interface

Wassenaar prefers the clean user interface of Symantec Hosted Endpoint Protection to the software solution the company has used for the past several years.

“Right off the bat, I noticed that the home page with all the widgets and dashboards is great for people in my position to be able to log in and have all the necessary information at their fingertips,” he says. “It has a very modern look and feel, and it was easy to schedule reports and set them up. We can automate the distribution of reports via email, so we don’t have to remember to send them out, and I like that we can choose between HTML and PDF formats.”

The improved user interface will save Wassenaar time during his monthly security review. “With our current solution, I had to drill a lot further in to get the information I needed,” he says. “I’ll be able to complete those reviews in half the time now.”

Not just for SMBs

Although Wassenaar agrees that Symantec Hosted Endpoint Protection is a good fit for small and medium-sized businesses that need to keep capital expenditures and staffing costs down, it’s also a smart choice for larger companies with multiple locations, he points out.

“An Internet connection is a lot cheaper than dedicated bandwidth between offices,” he says. “Being able to pull from the cloud is going to be a lot cheaper than trying to push out from our central server room at headquarters.”

Apprise hopes to expand its use of Symantec Hosted Endpoint Protection in the near future. “As a software company, we recognize the benefits of staying on the leading edge of technology, and we’re always interested in new solutions like this that can really deliver a return on investment for our company,” concludes Wassenaar.

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David Wassenaar

Vice President, IT
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