

DOCUMENT* PRESENTED
BY WICK HILL

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The Open University

The Open University is UK's largest university with over 210,000 students and customers. The OU represents over 22% of all part-time higher education students in the UK. Courses are available throughout Europe and, usually by means of partnership agreements with other institutions, in many other parts of the world. About 26,000 learners are studying OU courses outside the UK. Many Open University courses are delivered exclusively online and 178 university courses require the student to have online access (for delivery of course materials, study support, etc); a further 97 allow the student to use online services if they wish.

The need to provide a comprehensive anti-virus protection for their students, to ensure safe computing conditions was soon recognised by the OU. Since the year 2000, Kaspersky Anti-Virus Personal has been issued to every student who needs to use a computer as part of their course, for the duration of their degree.

Every student receives a CD at the beginning of each academic year from IT Services containing all the relevant software that they need to use to assist with the completion of their work. Apart from providing the Kaspersky product on this CD, the latest version of Kaspersky Anti-Virus Personal and a replacement licence key file is uploaded to the FirstClass Conferencing Forum, which all users have access to. FirstClass is the Open University's email & conferencing software that is available to all students; designed to run along side their own Email Client and is available to use for email and conferencing during their OU studies.

The OU provides a first line technical support service to all of its students and utilises the FirstClass Forum to deliver this. If a user has a query they can easily access a 'frequently asked' questions section or ask a question within the forum which will be quickly answered by the LTS Student Computing Helpdesk. If necessary and the user needs to speak to a specialist then they will be referred to technical support directly at Kaspersky Labs. The number of technical support enquiries is low as David Phillips, Computing Development Officer explains, "generally, we only get three or four queries per day which are normally relating to virus issues and then a couple of queries per week relating to software or user issues which makes life easier for our IT helpdesk."

A key factor for the OU to constantly consider is ease of use, taking into account that their students come from all walks of life with different levels of computing skills. In order to help meet this need all OU students have recently upgraded to Kaspersky Anti-Virus Personal Version 5.0 due to the enhanced interface. One important feature of this new version The OU has found really useful is the fact that the student can use the product as it is – there is no option to delete or disinfect so it just sorts out the issue for the user without any user intervention or decision making process required.

www.open.ac.uk



The Mill

The Mill brand is now synonymous with high quality award winning visual effects for commercials and film. The group provides a unique range of technology-based creative facilities to service the entertainment and advertising industries. The breadth of services offered by the group attracts work ranging from model making, camera operation and web animation to sophisticated visual effects on high-end commercial and film. A selection of their recent film projects includes: Harry Potter and the Philosophers Stone, Gladiator and Black Hawk Down.

In the Production Industry tight deadlines have to be met for the completion of TV, Media and Film projects, with no time allowed for technical problems to delay development.

The stability and security of the network are of paramount importance and it was vital that The Mill implemented a comprehensive Anti-Virus solution: Kaspersky Anti-Virus.

One of the main reasons for choosing Kaspersky was the centralized management functionality as Jonathan Brazier, Systems Manager explains, "with over 300 machines at 4 locations it was very important that the product we chose could be managed centrally. The fact that this is a feature of the Kaspersky product saves us so much time." The network runs Windows XP, Windows 2000 and Linux. The Linux product was another factor in their choice of Kaspersky, as Jonathan describes "Linux support is very important as we are using more and more Linux systems in our production environment. Kaspersky was one of the only vendors to offer a superior Linux Client when we were evaluating different products." Technical Support is always a concern with any software product.

Does the service meet your expectations? Kaspersky provides 24-hour email support and free telephone support during office hours. Jonathan's experience of this service so far is excellent, he explains, "the technical support department were excellent and when we had a couple of minor issues with one version another was provided which solved the problems immediately." So, are The Mill happy with their chosen Anti-Virus solution, Jonathan concludes, "the software does exactly what we need it to and it successfully traps viruses through email scanning and the desktop scanner".

www.mill.co.uk



CASE STUDY

COMMERCIAL

Stemcor

Stemcor's principal business is the international distribution of steel. Their worldwide network of offices provides services for all aspects of international steel trading, including marketing, logistics, finance and after sales support. They are not owned by a steel mill, and act as an entirely independent steel and service provider.

Stemcor has long recognised the importance of technology in enhancing the services they provide. To improve the speed and accuracy of information across the Stemcor group, they installed a worldwide e-mail system connecting their overseas offices in 1991 - long before many of their competitors and even before many technology companies. They also recognised early on that the Internet would revolutionise business. Since 1999, Stemcor has been busy applying Internet technology to the parts of their business where it can really make a difference. This includes the ability to offer buyers of steel online access to information; allowing them to track their orders and to access specific order details such as packing list and mill test certificates.

They are proud of their reputation in the industry as a dependable, straightforward and long-term business partner, so with the changing nature of their business they had to implement a comprehensive Anti-Virus solution – Kaspersky Anti-Virus

A key factor in their choice of anti-virus product was the requirement for frequent updates. Kaspersky Anti-Virus updates hourly to give maximum protection against new viruses as Marianne Rolle, Network Manager explains, "The update can be scheduled to suit your environment and only any changes to the anti-virus databases are downloaded, ensuring the file size is kept to a minimum."

Stemcor have offices in more than 30 countries across the world, totalling over 350 machines running Kaspersky on Novell NetWare and Windows 2000. On the occasions where they have had to contact our Technical Support they have been impressed with the speed of the service, Marianne explains, "Yes if we experience any difficulties we always receive a very quick response."

Therefore are Stemcor happy with their chosen Anti-Virus solution, Marianne concludes, "Yes, managing the virus threat is critical to our business, though having just implemented a world wide VPN between all of our offices, it is now even more important to us. This is because if we were infected by a virus in one office it can now effect the whole group."

Kaspersky Lab UK
www.kaspersky.co.uk

Stemcor Limited
www.stemcor.com