CASE STUDY
Konika Minolta
Portugal

Customer Details

Markets
• Printing Solutions
• Graphic Imaging
• Healthcare Instruments
• Measuring Instruments
• Optics Technology

Licensing Range
150 - 200

Challenges and Benefits

Challenges

• Guarantee high levels of protecction
• Benefit from the most innovative technologies
• Accelerate internal assistance tasks
• Easy management of the distributed network

The solution

• Panda Security for Enterprise

Responses

• Easy distribution and management of the protection
• Dramatic reduction on incident numbers
• Total compatibility with third party applications
• High levels of technical support
• Unmatched peace of mind

"The antivirus solution Panda Security for Enterprise guarantees the protection of all workstations and servers, which are easily managed from a single location through the Panda AdminSecure tool."

**Delfim Oliveira, IT Support Department.
Konica Minolta Portugal.**

In 2003 an enduring professional partnership was established between Konica Minolta and Panda Security in Portugal. This was the year the Japanese company, with presence in Portugal since 1989, first trusted its IT protection to Panda, in a reciprocal agreement which also saw Panda Security benefiting from the printing equipments and services of Konica Minolta.

Structure

Konica Minolta Portugal's IT infrastructure is mainly focused at its headquarters located in Prior Velho, Lisbon, but also consists of offices in three other strategic cities (Porto, Coimbra and Faro), all interconnected utilizing a WAN. The network is composed of two physical and eight virtual servers running Windows Server 2003 R2 STD and Windows Server 2008 R2 STD, additionally 50 endpoint PCs and 130 laptops running on Windows XP Professional SP3 and Windows 7.

The central component of the LAN is formed by two VMware Cluster redundant nodes managed by a vCenter Server. The servers host applications for email (Lotus Notes), ERP (Microsoft Dynamics Nav 2009), backup (Tivoli Storage Manager), security (Panda AdminSecure), Citrix servers farms and databases, Active Directory and Print Sharing functions.

Delfim Oliveira, from Konica Minolta IT Support, describes that *"the antivirus solution Panda Security for Enterprise guarantees the protection of all workstations and servers, which are easily managed from a single location through the Panda AdminSecure tool."*

About Konica Minolta Portugal

With its origins in Japan dating back to 1873, Konica Minolta currently has a direct presence in more than 35 countries worldwide.

Konica Minolta Portugal is the highly successful result of a company merger which took place in September 2005 between the companies of the NEA Group (NEA Portugal, NEA Norte, NEA Centro and NEA Sul), the official distributor of the Konica brand in Portugal since 1994, and Konica Minolta Business Solutions Portugal, the national branch of Minolta's brand in Portugal since 1989. This merger allowed two of the world's most important manufacturers and pioneers on the office equipment and services markets to rationalize and integrate their activities resulting in a more coherent and unique organization with a global management.

In 2010, Konica Minolta Portugal was awarded the Best European Branch. The company's headquarters is in Prior Velho, Lisbon, and has also offices in the North (city of Porto), Center (city of Coimbra) and South of the country (city of Faro), with 20 dealers distributed all over the country. Among their main customers are Caixa Geral de Depósitos (national bank), Pfizer (medical laboratories), Luís Simões (transportation, shipping and logistics), Mota Engil (construction), Refer (electricity) and PT Contact (communications and call centers).

Konica Minolta is one of the most established and secure corporate groups globally in the fields of printing, optics and graphical technologies, recognized as one of the main players in the copiers, printers and multifunction markets as well as in software solutions, presales and after sales services for the corporate and industrial markets. Additionally, Konica Minolta plays an important role in other less well known technological areas such as the development of healthcare and measuring instruments and even a unit dedicated to the creation and deployment of projects for planetariums.

"The security decision was strongly motivated by Panda being the most innovative company on the security solutions market".

**Delfim Oliveira, IT Support Department.
Konica Minolta Portugal.**

Deployment

Responsibility for Konica Minolta's security was awarded to Panda Security in 2003, two years before the important merger held two years later between Grupo Nea, national distributor for Konica, and the Minolta branch in Portugal. Delfim Oliveira played an important role in the deployment and management of the Panda solutions within Konica Minolta from the outset, and he guarantees that since then *"we haven't had any infection issues, which provides us with significant peace of mind."* This reassurance is one of the main benefits given to Konica Minolta compared to the situation before the Panda Security solution was in place, along with the benefits arising from the fact that *"Panda are the most innovative company in the security solutions market."*

The solution initially selected to provide 62 licenses of anti-malware protection for workstations and servers was Panda EnterpriSecure, the top-level on-premise security solution whose evolution is currently represented by **Panda Security for Enterprise**. In 2006, the number of licenses was increased to two hundred as a result of the above-mentioned merger.

Delfim Oliveira recalls that the immediate results when compared to the previous competitor's solution were that *"with Panda the number of incidents was dramatically reduced."* Oliveira also emphasizes one of the most outstanding features of **Panda Security for Enterprise** was *"the ease of management provided by the AdminSecure centralized console"*. For Konica Minolta **the benefits of being able to manage the protection of the entire network** remotely is of special relevance with its dispersed IT infrastructure. By eliminating the need of local teams being dedicated to security or constantly traveling between the branches to provide internal IT support Monica Minolta are able to focus on their core business.

Support

Konica Minolta's experience of dealing with Panda Security reflects the support mantra to provide a quality service by maintaining a close relationship. Delfim Oliveira describes the relationship with Panda's support technicians: *"whenever it was requested Panda Security support displayed technical competence and professionalism, solving incidents with either a remote fix or in some cases an onsite visit – whatever is required to ensure security of our infrastructure"*. However, he does clarify that *"the stability of the Panda solution installed on our systems ensures no current incidents, and the experience we have gathered during our years of partnership allow proactive protection against new threats"*.

Panda Security Awards and Certifications

PANDA SECURITY | *The Cloud Security Company*