white

Name of organization
White Arkitekter

Country
Sweden

Solution
Adaptive Defense 360

Licenses
1.200

"Ever since we were affected by ransomware last spring – twice in Stockholm and once in Gothenburg – the issue has been escalated to the very top of the organization, and even the MD agrees that we should be doing everything we can to avoid it, so it's approved at the highest level. We have an excellent solution in Panda Adaptive Defense."

Situation

When Martin Lindberg took over responsibility for client security in 2010 he'd been with White Arkitekter for three years. For all of this time, the company had been protected by Panda solutions, so White and Martin Lindberg have accompanied Panda on its journey toward a complete cloud portfolio. Martin explains: "At the start it was a bit awkward, but the cloud did a lot. The time I spend running antivirus tools has fallen dramatically with the cloud-based solution. Over the years I have, of course, had the opportunity to switch from Panda to another supplier, but it's just got better and better. In my job I have to keep an eye on alternatives. It speaks volumes that I'm still with Panda."

He continues: "We compared it with Sophos and McAfee. When they talked about their solutions I thought they were based on the same technology, the same concept and it was just a matter of swapping them over. But there's nearly always a huge amount to do and we don't have the luxury of switching just to try things out, if there don't seem to be any big advantages."

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Implementation

Since the Panda Adaptive Defense 360 solution was installed, Lindberg is a very satisfied IT engineer: "We started by having it in Audit Mode over the summer and into early fall. Then we went over to Hardening Mode and then to the highest security level, Lock Mode, on an office-by-office basis. We have 16 offices, so we started in the smallest with 15 employees and finished in the largest with over 300 clients. This is the way we usually do it when we have new software to roll out. In this case, the solution collected what was running in the different environments. As feared, Stockholm involved the most work as it had the most unique plugins."

Operation

"Operation works well. The solution takes what should be running and the program remembers what's on our internal servers. It's mainly here that I need to go in and set exceptions for something that I know is OK and that needs to be able to run. At White, we have a lot of 'small' programs (that few people use) and plugins, variants of CAD. So when something had been updated or modified I had to confirm that the program was still OK. I spoke to my sales contact Fredrik Losman about this, and we found a solution – I now send a list of these programs so that exceptions are made for them. Fredrik then sends it on to the developers in Spain. I think this is a great service," says Martin Lindberg.

He continues: "Adaptive Defense can also keep a check on the licenses and clean up computers that haven't been online for a long time. When the architecture was built up from the start there wasn't the option of syncing with AD. Now we can.

We can also keep a check on what is blocked and what people are doing. Our users are well-trained and well-read, but I see time and again how they've clicked links in e-mails. This would have started unwelcome processes if we didn't have Adaptive Defense 360. We've held training sessions, and provided information on the intranet and in e-mails about user behavior. 'Think carefully if you receive an e-mail containing links. Are you really a Telia customer, for example, should you have received the information in this way, and what does the e-mail address actually say?'

Behavior has gotten better, but mistakes are still made so the Adaptive Defense 360 service has really helped to prevent attacks being executed."

Evaluation

Martin Lindberg evaluates the Adaptive Defense 360 solution as follows: "We're extremely satisfied with the service. If we have any questions they're dealt with quickly and without any hassle, just like the exceptions I was talking about. This is a good example of Panda wanting to look after their customers properly. The service will also be of benefit to us in the GDPR work we're doing now to have a good reporting function – in preparation for the new legislation coming into force in May 2018.

It's great that the support team keeps normal office hours and speaks Swedish. If there's some technical issue, I just ring up. The support team can also be reached outside of office hours (in English).

Our account manager, Fredrik, is brilliant – he's nice to deal with, on-the-ball and is keen to keep White satisfied. Since we switched to Adaptive Defense 360, nothing has got past it. We're always careful to install patches, but this has proved not to be completely adequate, so this is the protection that you need. We've remained a customer for 10 years for one simple reason: we're satisfied."

Customer profile

White is one of the leading architecture firms in Scandinavia and the third largest in Europe. They have more than 900 employees in 16 offices and the firm is employee-owned.

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