



# The City of Greater Sudbury securing the municipality and its data



- › Introduced to Avecto via leading security solutions provider ISA
- › All users now operate with standard profiles, using elevation on demand to assign rights when needed
- › Avecto security solution has significantly reduced helpdesk calls

## About The City of Greater Sudbury

Greater Sudbury is a city in Northeastern Ontario, Canada. The municipality of Greater Sudbury provides a wide range of city services to a population of over 160,000 people.

## Introduction

The municipality of Greater Sudbury has a busy and dedicated IT department of 33 people. With close to 2,000 end users, across a total employee base of 4,500, the IT team is committed to ensuring its users are able to be productive in their jobs but to do so in a safe and secure environment.

However, with every user having local administrator status, The City of Greater Sudbury was acutely aware of the security implications this presented. As the organization sought to migrate from Windows XP to Windows 7 it saw this as the perfect opportunity to improve its security posture but required an endpoint security solution that could make this a reality.

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Jim Dolson, Manager of Hardware and Technology, The City of Greater Sudbury

## Seeking a security solution

For a long period of time, The City of Greater Sudbury had survived on Windows XP, in an environment where every single user had admin privileges.

Aware of the security implications this presented, it needed to find a workable security solution. Jim Dolson, Manager of Hardware and Technology at The City of Greater Sudbury, explains:

“Within the organization there were so many third party developed applications running across our environment that simply wouldn’t run properly without full admin rights that it was a barrier to productivity. Inevitably we found ourselves in a situation where all employees had admin privileges with a number of restrictive policies in place to keep users in a protective box.

“When we started our migration to Windows 7, we began with just 200 machines. Of these, we needed to grant 25% full admin rights again in order for them to run effectively, it felt we were shooting ourselves in the foot. We we’re going round circles and needed steering in the right direction.”

## Finding a solution

To help them, The City of Greater Sudbury turned to Canada’s largest security focussed solutions provider, ISA. Since 1992, ISA has worked with a range of key vendors in the security space to bring technical expertise and guidance to organizations across Canada. Having discussed different security solutions, ISA recommended Avecto as the perfect fit for the municipalities needs.

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## Communicating change

Migrating to Windows 7 provided the municipality with the perfect opportunity to seamlessly introduce the Avecto software. In an environment where admin rights were an expectation and part of the IT experience, they were delighted to find hardly any objections.

Jim commented: “There will always be some who feel they should have full administrator access but they never really needed admin rights to be productive or to do their jobs. Since we introduced Avecto any objections quickly disappeared because they realized it had absolutely no impact and they simply didn’t need admin rights to do their jobs.”

## Immediate results

Since Avecto’s software has been rolled out across The City of Greater Sudbury the impact has been dramatic, as Jim explains:

“We were immediately impressed with the capabilities of Avecto’s software and since it has been introduced it’s been an absolute saviour for us. We now have 2,000 workstations out there and not a single user, not even IT staff are logged in as administrators, we simply allocate admin rights as needed. Before we introduced Avecto’s software, the load and burden on the IT team to support users with helpdesk calls was considerable. Those kinds of issues now are now significantly reduced. The impact has been dramatic.

“There have been few products that we’ve introduced in this city where we’ve been as happy with the outcome and as overjoyed with the end result as we are with Avecto.”

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## About Avecto

Avecto is a pioneering security software company with a vision to transform business cultures, freeing all users to be creative, productive and profitable. Established in 2008 by UK entrepreneurs Paul Kenyon and Mark Austin, Avecto is headquartered in Manchester (UK) with a network of global partners and offices in Boston (US), and Melbourne (Australia).

Through constant innovation, Avecto combines the technologies of privilege management, application control and sandboxing to create Defendpoint; proactive endpoint security software that protects against unknown cyber threats.

Our growing network of partners are driving the rollout of Avecto's endpoint security solutions to customers in a large range of industry and public sector verticals across the globe. We provide all our partners with the training and support they need to effectively sell, implement and market Avecto's Defendpoint security software, while at the same time ensuring that they add value as part of the customer's consultation journey.

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