

CUSTOMER CASE STUDY

FirstGroup



Customer Profile

FirstGroup is the world's leading transport operator, moving more than 2.5 billion passengers ever year. FirstGroup plc employs some 136,000 staff throughout the UK and North America and has annualised revenues of over £6 billion.

It is Britain's largest bus operator running more than one in five of all local bus services. A fleet of nearly 9,000 buses carries 3 million passengers a day in more than 40 major towns and cities.

FirstGroup's passenger operations include First Great Western, First ScotRail, First Capital Connect amongst others. In North America the Group has four operating divisions: yellow school buses (First Student), transit contracting and management services (First Transit), vehicle maintenance and ancillary support services (First Services) as well as Greyhound, provider of scheduled intercity bus transportation services.

The Internet is a key tool for this organisation and it is primarily used to search for local news, weather and events to gauge whether or not this will have an impact on the company's public transport timetables. Employees also use the Internet to research background information on competitors in order to keep FirstGroup's position at the forefront of the industry.

FirstGroup gives different levels of access to the Internet to 3 different groups. One group has access to a specific list of work related sites, the "general Internet" group has access to all sites bar inappropriate and time-wasting sites, and finally the "marketing" group has access to all sites including Facebook and webmail.

FirstGroup needed a new Web security solution that would reduce maintenance and administration time whilst providing a superior level of protection. It also wanted to implement a solution that would lower total cost of ownership.

The Challenge

"Our previous solution was fine however it didn't seem to be keeping us up-to-date so we ended up spending a lot of time on maintenance just to ensure we were protected," comments Brendan Casey, security manager at FirstGroup. "It began to take up so much time that we were not entirely confident that we had the most secure protection in place."

A key challenge which FirstGroup faced was the number of servers it required to support the growing numbers of users the company had resulting in high costs.

"Using a SaaS solution was particularly appealing as paying per server for hosting made much more sense and was far more cost effective. A key benefit of a managed IT security service is the fact that it doesn't require hardware, upfront capital costs or maintenance."

FirstGroup's US business had been using the ScanSafe technology for over a year with no issues.

"We saw that the solution was working effectively in the US so had no hesitation in selecting it for the UK side of the business."

About FirstGroup



First is the world's leading transport operator, moving more than 2.5 billion passengers ever year.

Industry
Transport

Employees
136,000

Solution
Web Malware Scanning, Web Filtering and Anywhere*

Results

- Significant cost savings of £24,000 per year
- Over 96 hours saved per year in maintenance and administration time
- 8 servers reduced to 4 with a potential to reduce to 2
- 24/7 real-time scanning and threat protection
- 100% effective at blocking all known and emerging Web threats
- Confidence that the company is protected at all time
- Early insight into the latest threats

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The ScanSafe Solution

FirstGroup has been a ScanSafe customer since December 2008 and is protecting 6,500 users in the UK.

ScanSafe is providing FirstGroup with both Web Malware Scanning and Web Filtering. FirstGroup is current evaluating Anywhere+ for 50 of its mobile users.

Anywhere+ is the world's first SaaS Web security providing real-time protection from malware and enforcement of acceptable Internet usage policies for all users surfing the Web regardless of their location.

Web Malware Scanning offers protection from Web-borne viruses and is powered by ScanSafe's Outbreak Intelligence™, a proprietary security platform that detects zero-hour and known malware threats. By using a combination of multiple, correlated detection technologies, automated machine-learning heuristics, and the industry's largest Web data set, Outbreak Intelligence provides the most effective solution against new and known Web malware. It removes harmful viruses before they reach the corporate network. It also delivers protection against threats that use stealth or deception. Finally, it helps identify machines which are already infected with spyware.

"We chose ScanSafe because we felt confident that it would stop viruses that may not have been stopped before. On the first day after the solution had been implemented it found a couple of PCs that were already infected with spyware. It was great to know that nothing was getting through and it allowed us to have full confidence in the service."

"We also found that our previous solution had very poor reporting tools. ScanSafe has made a big leap forward with its new WIRe tool!"

"A key advantage of the ScanSafe service is the ability to make changes instantly. It is incredibly easy to add sites to the open site list and the changes take place immediately. With our previous solution we had to wait over night for the changes to take effect. This certainly saves a lot of time and frustration."

ScanSafe Web Filtering provides control over how FirstGroup employees use the Internet. It provides easy-to-use tools to create, enforce and monitor company Web usage policies. Using the most accurate categorisation databases, Web Filtering helps manage the firm's Internet traffic, protecting the network and staff from undesirable Web content.

The Results

On average ScanSafe is now blocking around 400,000 spyware blocks and over 3 million Web filtering blocks for FirstGroup on a monthly basis.

FirstGroup is now using ScanSafe as its primary security solution in both the US and the UK ensuring all threats are stopped in the cloud.

"We had 8 servers before and now with ScanSafe's solutions we have been able to reduce this to 4 and believe we will get it down to 2. Being able to reduce the number of servers has allowed us to free up the time of staff enabling us to place them onto more important projects."

FirstGroup had its previous solution for 6 years and spent that time customising it to try to make it suit the business.

"We haven't done any customising to the ScanSafe solution. We get better service with ScanSafe than our last solution which we spent 6 years customising."

FirstGroup has saved around 96 hours a year in maintenance and administration time since

deploying the ScanSafe solution. The new solution has also resulted in significant cost savings. Each server removed saves FirstGroup £6000 per year. To date it has achieved a total cost saving of £24,000 per year as it has been able to reduce the number of servers to 4.

“We feel very confident that we are being protected at all times. With ScanSafe we find out about new and emerging threats before anyone else. There was one occasion when we found out through ScanSafe that a particular website had been infected and then a week later AV engines reported on it, a week later Google reported on it and then eventually the actual website owners took down their site and resolved the issue. We knew right from the beginning.”

“We would definitely recommend the ScanSafe service. Although it is effective for both large and small companies, I can certainly see the benefits for smaller companies that don't have the time to manage their own security solution in house.”

About ScanSafe SaaS Solutions

ScanSafe is the pioneer and largest global provider of SaaS Web Security, ensuring a safe and productive Internet environment for businesses. ScanSafe solutions keep malware off corporate networks and allow businesses to control and secure the use of the Web. As a SaaS solution, ScanSafe eliminates the burden of purchasing and maintaining infrastructure in-house, significantly lowering the total cost of ownership. Powered by its proactive, multilayered Outbreak Intelligence™ threat detection technology, ScanSafe processes billions of Web requests each month for thousands of enterprise customers.

In 2009, the company was awarded “Best Content Security” solution by SC Magazine Europe for the third consecutive year.

For more information, visit
www.scansafe.com

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