

Denmark municipal government chooses Bitdefender for service, simplicity and reliability



THE CHALLENGE

The IT department of the Herning Kommune operates like an in-house service provider for all the municipal division IT departments, from administration to schools, road maintenance, retirement homes, waste collection and many other essential services. With a distributed workforce of approximately 9000 employees and only 500 employees working within city hall, the Herning Kommune IT departments are responsible for the smooth and safe IT operation of city services for 85,000 residents. Herning Kommune is a committed VMware customer, using vCloud Director to extend services to all the divisions within the municipality.

Mikael Korsgaard Jensen, Server Manager, Herning Kommune is responsible for running the infrastructure for the municipality.

“The IT divisions within the municipality depend on consistent, safe and reliable service and operations, which are centrally managed by our group,” said Mikael. “It’s essential the virtualization platform that delivers those services must be well protected, perform well under the most challenging situations and give us the visibility and control we need to manage all of the services and operations.”

“After learning about GravityZone at a VMware User Group Meeting (VMUG), and doing further research, we decided to do a Proof of Concept (POC) with Bitdefender,” added Mikael. “For us, the key to passing the test would be the product’s performance in our virtualized environment, how much the product would or wouldn’t interfere with users’ productivity and the responsiveness of the professional services team.”

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Herning Kommune Denmark

Herning Kommune is a municipality in the Region of Midtjylland on the Jutland peninsula in Western Denmark, which covers a population of approximately 85,000 residents. The city of Herning has a population of approximately 45,000, the 11th most populous urban area in Denmark. <http://www.herning.dk>

THE SOLUTION

After testing Bitdefender GravityZone (Multiplatform Version) for three months, Mikael was satisfied with the results to the extent he was prepared to move GravityZone into production prior to the expiration of his licenses with the other security vendor. “The Bitdefender professional services team played a big role in winning our confidence in the product and the type of support we need. As the main service provider of IT services for so many people, we cannot afford long support wait times or delays in troubleshooting.” “The decision to proceed with GravityZone was also due to the easy and fast deployment, and how unobtrusive the product is for our end-users,” added Mikael.

THE RESULT

Bitdefender GravityZone provides a significant return on investment time and resources to Herning Kommune because, “the management part from our side takes less time, and for our end-users, they are not interrupted by alerts, which would normally disrupt their workflow,” said Mikael. “We appreciate that BD Tools simply updates on its own without disturbing our productivity. Bitdefender takes care of everything for us, leaving us free to doing necessary planning or other important projects in a busy municipality like Herning Kommune.”

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