

Penrith City Council productivity rises as high as the Mountains.

Penrith City Council requires reliable Internet and email systems to help it deliver critical services to a community of more than 185,000 people. Implementing Webroot's Web and Email Security Services has improved the efficiency of the Council's email and web system, dramatically cut system downtime and helped IT staff maximise productivity. The service has been so successful it will soon be extended to local Council child care centres.



“Since using Webroot, help calls from staff about system processes and complications have dramatically reduced.”

- Chris Gardner, Information Management and Technology Manager for Penrith City Council

The Problem

Located on Sydney's western fringe at the base of New South Wales' picturesque Blue Mountains, the Penrith region is home to more than 185,000 residents. Employing a workforce of more than 900, Penrith City Council provides education, care and sporting facilities.

As the Council operations are integral to the community, IT security and the smooth running of IT systems are imperative. However, the complex processes and limited capabilities of the Internet and email filtering system was costing Council many hours in IT maintenance, including installing updates and managing user queries. Any Internet and email system downtime detracted from the IT staff time available to support users.

One of the major problems was ensuring delivery of legitimate work-related emails. The Council's email filtering system lacked sophistication, directing many safe emails to quarantine, while failing to block some infected emails. The system also became congested, often causing it to crash and direct all emails to quarantine. These inefficiencies added to the work of IT staff, whose time was taken up ensuring employees received legitimate emails and cleaning up computers infected from unwanted emails.

In addition, insufficient web filtering meant employees were exposed to malicious content and viruses. The previous system did not allow different levels of access for end users. Penrith City Council required a stronger and secure service enabling employees' appropriate levels of access to safely surf the Internet.

The Solution

Penrith City Council implemented Webroot Web and Email Security following a thorough evaluation of the services.

With a 99.999% guarantee of service uptime, Webroot offered instant benefits for the Council.

The Software as a Service (SaaS) delivery model reduced maintenance time for IT staff, providing a unique and time efficient advantage for Penrith Council's IT processes.

Uday Kulkarni, Network Controller for Penrith City Council said the greatest benefit of Webroot's system was that it is cloud-based, eliminating the need for internal maintenance.

"Apart from obviously needing efficient web and email filtering software, one of our most costly exercises was maintaining the old system," Mr Kulkarni said.

"Regularly installing new updates and attending to the system when it often went down was very costly and required many IT service hours.

"Webroot's SaaS provided Penrith City Council with instant rewards, reducing maintenance service hours and allowing us to concentrate our time on user issues," he said.

Penrith City Council was equally impressed by the easy transition to a new service provider.

Ms. Angela Portelli, IT Helpdesk Administrator at Penrith City Council said, "The software is extremely easy to navigate. The directions are in simple language which paved the way for a smooth implementation process.

"Almost immediately the number of help calls from staff decreased. The procedures are so straightforward, staff no longer regularly need our help," she said.

In addition, safe emails are no longer held back unnecessarily by the quarantine system, making sure all employees receive their emails in a timely manner.

The Benefits

Chris Gardner, Information Management and Technology Manager for Penrith City Council said, "Webroot's Email and Web Security services have provided Penrith City Council with a cost-effective and reliable solution for virus and spam protection for Internet and email.

"Our previous system was maintained in house, forcing us to spend many hours to ensure its effective running. Webroot's SaaS system reduced the burden on our IT team.

"The system works around the clock and we've had no downtime. Help calls from our staff about system processes and complications have reduced dramatically, minimising time wasted on unnecessary IT issues.

"Penrith City Council is extremely happy with the Webroot's Web and Email Security. It's so effective we will soon be implementing the SaaS solution to Council's local child care centres," Mr Gardner said.

About Webroot:

Webroot, a Boulder, Colorado-based company, provides industry-leading security solutions to consumers, enterprises and small to medium-sized businesses worldwide. Visit the Webroot® Threat Blog at <http://blog.webroot.com>. To find out more, visit www.webroot.com.au or call +61 2 8448 8144