

## CUSTOMER CASE STUDY

# Cleveland College of Art & Design



## Customer Profile

Cleveland College of Art & Design is the only specialist art and design college in the North East solely devoted to the subject, and has been established for over 100 years. The college offers a wide range of programmes, full and part time, and currently has close to 1300 students enrolled.

The Internet is a key tool for the college students as it is used for research for various projects as well as for communication purposes through email. The Internet is also increasingly being used for social purposes.

Cleveland College of Art & Design, has like most organisations, become increasingly aware of the dangers associated with unprotected Web browsing. To protect its network and students from the growing number of Web threats, the college needed a security solution that would be both cost-effective and flexible.

## The Challenge

The primary challenge which the college faced was the varying levels of access it required for each student. The college has a diverse range of students from young adults to mature students. As a result it has to implement varying levels of access for each user to avoid exposure to inappropriate material but also to allow each student access to the necessary websites.

The college previously used Surf Control however found that its students were using proxies to get past the filtering.

“While using web filtering software without Malware/Spyware protection we found that incidents of infection were prevalent on a significant amount of our computers as we had no way of stopping infection at the root.” comments Bill Goodwin, IT manager at Cleveland College of Art & Design.

The college needed a flexible, cost-effective and thorough solution that would safeguard its network from Web threats.

“Before using ScanSafe we had a hardware budget in place to purchase a solution and were considering implementing a Bloxx box or even continuing with the new SurfControl alternative WebSense,” adds Bill Goodwin. “We were aware students were trying to exploit technologies such as Proxies to circumvent our filtering and needed a solution that would completely stop this while also offering the ability to combat the growing issue of Spyware/Malware.”

The college weighed up the benefits of a SaaS solution and decided it offered all the features required. It had a sound user base and also benefitted from the additional feature of Spyware/Malware detection.

“It made sense for us to allow the security to be handled off site. It was reassuring to know that all malware was being cut off at the source, away from our network. It also meant we had to place less reliance in detecting it on the computer itself using third-party software” Bill Goodwin explains.

It was a compelling solution for the college as it was particularly attracted to the fact that ScanSafe used multiple scanning technologies and multilayered security.

## About Cleveland College of Art & Design



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**Industry**  
Education

**Employees**  
1,500

**Solution**  
Web Malware Scanning & Web  
Filtering

**Results**

- Saving of up to 10 days per year of senior admin time
- Flexibility to provide unique levels of access for different user groups
- 24/7 real-time scanning and threat protection
- Rapid deployment
- Very low latency
- Increased productivity and reduction in bandwidth consumption

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[www.scansafe.com/resources](http://www.scansafe.com/resources)

## The ScanSafe Solution

College of Cleveland Art & Design has been a ScanSafe customer since September 2008 and is protecting 1500 users.

ScanSafe is providing the college with both Web Malware Scanning and Web Filtering. 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.

"A key reason for selecting ScanSafe was the fact that it was flexible enough for us to block the main categories we wanted to disallow and also tailor the policies to various user groups. This allows us to cater for everyone within the college," comments Nick Bircham-Bardury, IT projects administrator at Cleveland College of Art & Design.

"We were impressed that users are even protected from malware and spyware when they are off site. This allows us to relax in the knowledge that our network is fully protected at all times." ScanSafe Web Filtering provides control over how the college students 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

Since October 2008, ScanSafe has blocked 50,000 malware threats and 107,800 websites based on the college's filtering policies.

"We were amazed at how much spyware has already been blocked. We didn't think it was as big an issue as it has proved to be," says Nick Bircham-Bardury.

As the solution is controlled offsite the college quickly noticed it was saving administration time as it no longer had to manage an internal server to filter Web access. It also found the solution has freed up technical support time. The college estimated a potential saving of up to 10 days of senior admin time a year.

"The lack of malware intrusion, one less server to administer and students finding the internet quicker to respond have all benefited the institution on a unquantifiable but still significant level," says Bill Goodwin.

"We have found the service extremely simple and effective. We hope that it will carry on the way it started."

"I would certainly recommend ScanSafe to not only other educational institutes, but also any other company looking to effectively protect its network," adds Bill Goodwin.

ScanSafe's technology has so far proved to be highly effective at blocking all known and emerging Web threats. It provides features that enable the college to retain more control over its own policies while removing the hassle and expense of maintaining an in-house solution.

## 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](http://www.scansafe.com)

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