

New South Wales local government

GOVERNMENT

Albury City and Wingecarribee Shire Councils are administrative bodies in regional New South Wales. With more than 80,000 inhabitants between them, protecting internally-held information is of the utmost importance to both organisations. Each turned to Sophos for protection against malicious email attacks.



The Old Court House, Albury

Business challenge

Wingecarribee Shire Council and Albury City Council each provide libraries, airports, recreational infrastructure and emergency and other services to more than 80,000 residents in their areas. Wingecarribee Shire Council had a problem with viruses introduced to its IT systems. This was due to a combination of employees unintentionally bringing the malware in from outside via floppy disks, and the council's systems interacting with third party software. Wingecarribee decided it needed a more comprehensive anti-virus solution to protect its critical IT systems.

Albury City Council was under considerable pressure when it went looking for the right anti-virus solution for its IT systems. During an evaluation of products to replace its "previous, primitive anti-virus protection", the Council was hit by more than 1,000 occurrences of three Microsoft Word macro viruses, bringing its operations to a near standstill. Albury also had to overcome large volumes of spam, which Jim Jefferies, Applications Support Officer at Albury City Council, said had become a real impact on productivity. "We were getting an awful lot of time-wasting garbage," says Jim.

Key facts

Organisation

Wingecarribee Shire Council

Location

Moss Vale, NSW

No of users

300

Solutions

Sophos Anti-Virus™

Sophos PureMessage™

Organisation

Albury City Council

Location

Albury, NSW

No of users

300

Solutions

Sophos Anti-Virus

Sophos PureMessage

"Everything about Sophos is straightforward and while the service is excellent, you hardly ever need it. Sophos certainly gives us something of a feeling of invulnerability."

Jim Jefferies, Applications Support Officer, Albury City Council

Technology solution

Albury deliberately adopted a hands-on approach to virus protection and Jefferies and his colleagues were extremely impressed with the way Sophos supported that ethos. Early each morning, they checked for the latest Sophos email alerts then downloaded and deployed the corrective identity files. Jefferies said, "By the time our people logged on each day they were fully protected without ever realising there might have been a threat."

Jefferies said that while it was "really all very easy", he has since implemented Sophos EM Library™ which downloads anti-virus files at user-determined intervals up to 24 times a day. This ensures automatic, round-the-clock protection of networked servers, desktops and even remote laptops. Jim Jefferies added, "We took pride in our earlier hands-on 'safe computing' practice but there's no doubt that EM Library makes life easier still. We don't have to worry about the updates or remote workers at all."

Wingecarribee also uses EM Library. Andrew Bell says this facility is particularly important to local government, "In order to automatically guard against Trojan horse attacks coming in the back door and getting at very confidential data such as personal ratepayer and land ownership records".

More recently, Wingecarribee has implemented Sophos PureMessage. The Council's Network Supervisor, John Ware, says PureMessage, in addition to being a spam filter, provides an additional anti-virus security layer at the gateway to the



Albury with its Victoria snowfields backdrop



Springtime in Wingecarribee

network, to supplement protection on the desktop. He added, "We chose Sophos PureMessage based on our good experience with Sophos over time. Their products not only do the job, they are easy to install, easy to manage, and easy to maintain."

Business results

For Jefferies and Network Support Officer Bruce Donaldson at Albury, it is the all-round protection that most impresses them about the Sophos solution. Evidence of this, they explain, is the sheer volume of infected emails and spam that Sophos identifies and blocks against entering the Council's environment, every day.

Like Jefferies, Andrew Bell at Wingecarribee is impressed with Sophos's high levels of detection. He has also been more than satisfied with Sophos's dedication to supporting its customers. "Sophos stays in contact with us to make sure everything is going well", he explains. "I don't think we ever had even a phone call from our previous supplier."

All Sophos users have 24/7 access to technical support via the international network of four SophosLabs™ – one of which is in Sydney – and Albury's Jim Jefferies says customer service is "excellent". He adds, "Everything about Sophos is straightforward and, while the support is excellent, you hardly ever need it".

To find out how Sophos products can help protect your organisation, visit www.sophos.com/products