

Securing 11,000 endpoints means significant freedom for Kuwait's top University



THE CHALLENGE

PAAET is the largest higher education institution in Kuwait. It is government-run, and its colleges are spread across the country, while its IT operations are centralized. The university provides wired and wireless Internet access for its students on a BYOD (bring-your-own-device) basis. It is also expanding its long-distance and e-learning programs.

With the scale and numbers of individuals interacting with the colleges at any given time, one issue the IT staff faces is understanding what devices are gaining access to the network at any given time.

"Security is always a concern," said Rajiv Prakash, from the PAAET's computer and information center.

The university had used other security solutions and tools before Bitdefender, but the other solutions did not provide the control IT operations needed for campus-wide application and visibility over thousands of endpoints. In addition, the college operates in a Workgroup environment, so deploying endpoint security required a significant amount of resources and labor to ensure full coverage. Given the complexity of the IT environment, PAAET needed a comprehensive endpoint security solution, which could be deployed in its unique environment and one that provided the control and protection over sensitive data such as student records, curriculum and financial information.

“ With so many devices and endpoints accessing the network, the technology that supports our policies must work well within our complex and specialized environment. ”



Public Authority for Applied Education and Training (PAAET) is a seat of higher learning that serves more than 50,000 students and about 5,000 teaching and non-teaching staff across 25 colleges and institutes

The school prides itself on facilitating the educational process with state-of-the-art technologies, and employs about 200 IT professionals.

Bitdefender®

On Premise Success Story

THE SOLUTION

In 2010, the university tested Bitdefender on a proof-of-concept basis, which Prakash says, “Worked very well.” Soon after, PAAET selected Bitdefender to provide On-premise v3.5 to protect 11 thousand endpoints, based on the successful proof-of-concept and through a comprehensive and transparent bidding process.

One of the key factors in making the decision was the significant customized support offered by Bitdefender, and the level of involvement in deploying the On-Premise v3.5 product. PAAET was also pleased with the personalized service from the Bitdefender Support Team. “It’s very important that the product is backed up by good service,” added Prakash. “Competing products can be good, but service is key because there are very few head offices of software companies in Kuwait. The Romanian team and the Dubai team were very responsive to our needs, and they continue to be.”

THE RESULT

Not only has Bitdefender’s technology been a good fit for PAAET’s IT environment needs, but so has the service that goes along with it. Particularly, the technical administrators have been pleased with the professional support and personal interest Bitdefender has provided in integrating software updates into the overall system. With 11 thousand endpoints protected, the IT team at PAAET has comprehensive control and visibility for network access and security policies.

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