



Nacogdoches County Chamber of Commerce

Customer profile

Organization that promotes business community in an East Texas town

Industry

Non-Profit

IT environment

Small office with seven PCs

Challenges

The Chamber of Commerce has limited in-house IT expertise and resources to devote to IT security.

McAfee solution

The Chamber uses McAfee Total Protection Service to protect its PCs from attacks by viruses and other malware.

Results

- Simplifies security management while providing uninterrupted, up-to-date protection against malware
- Reduces expenses for technical-support consultant by \$500 annually
- Centralizes management of all desktops from single, web-based SecurityCenter console
- Enables safe Internet searching and surfing with McAfee SiteAdvisor

McAfee Total Protection Service Protects Chamber of Commerce PCs with Less Effort and Expense

Located in East Texas, not far from the Louisiana border, the county of Nacogdoches (pronounced nack-a-doe-chus), is home of Stephen F. Austin State University, "Texas Forest Country," and just over 60,000 residents. The Nacogdoches County Chamber of Commerce (www.nacogdoches.org) is a non-profit organization that promotes a favorable economic climate for its members and works to make Nacogdoches County "a place where business can succeed." None of the Chamber's four employees is an IT expert.

Savvy small business organization takes PC security seriously

Like any organization, the Nacogdoches County Chamber of Commerce needs to protect the data stored on its work computers from hackers, viruses, spam, spyware, and other malicious software. The Chamber, like most small businesses, has limited in-house IT skills and resources to deal with security and data protection. Fortunately, however, the Chamber takes PC security seriously, which is why it installed protection on each of its seven PCs.

Replacing cumbersome anti-virus software with McAfee Total Protection Service

"The anti-virus software we were using was one of the top-selling brands but it was really cumbersome," says Bruce R. Partain, president and chief executive officer of the Nacogdoches County Chamber of Commerce. "I wanted a security solution that would protect our PCs, but be as easy as possible to manage."

The existing anti-virus solution also cost the Chamber more than just the price of the software. Because the Chamber's PCs had different renewal dates for the anti-virus licenses, the organization had to pay its technical consultant for the additional time needed to log onto and manually update each machine.

Kevin Thornhill of Peerless Business Solutions, the technical consultancy contracted by the Chamber, recommended switching to McAfee Total Protection Service. Thornhill knew that Security Center, the web-based, McAfee-hosted management console included in Total Protection Service would enable the Chamber to manage security for all of its PCs much more easily from a single desktop. Daily, automated updates through McAfee's security-as-a-service would protect the PCs with no maintenance required. Furthermore, Total Protection Service could provide comprehensive coverage beyond virus protection that the Chamber might want to take advantage of in the future.

Web-based management makes proactive PC security easy

Following Thornhill's recommendation, the Nacogdoches County Chamber of Commerce implemented McAfee Total Protection Service. Partain found it easier to use from the very beginning. "McAfee Total Protection Service makes managing our PC security incredibly easy," he says. "With SecurityCenter, updates are as easy as a quick edit of each computer's security preferences."

"Thanks to automatic daily virus definition and other updates and features like McAfee SiteAdvisor, Total Protection Service also reduces the chance we will need to call our technical consultant to help us deal with a security breach," says Partain. McAfee SiteAdvisor™, included in Total Protection Service, helps prevent Chamber of Commerce staff from visiting unsafe websites when they are searching or surfing the Internet. SiteAdvisor's color-coded safety ratings warn them about potentially malicious sites before they click on web links.

Thanks to McAfee's hosted security-as-a-service management, I'd say we probably save at least \$500 annually in reduced technical consultant expenses.

Bruce R. Partain
President and CEO
Nacogdoches County Chamber
of Commerce

Cost savings and superior customer support

Besides requiring less effort to manage than its previous security solution, Total Protection Service saves the Chamber money. "Thanks to hosted security-as-a-service management, I'd say we probably save at least \$500 annually in reduced technical consultant expenses," says Partain.

Another aspect of the McAfee solution that Partain prefers over his previous security solution is the technical support he gets from the McAfee customer service team (24/7 technical support is included in the subscription price). "With our previous security vendor, I had to make repeated calls to customer support, and it wasn't a pleasant experience," he says. "It was difficult to talk to a live person, but, with McAfee, I haven't had to call very often and when I have, the problem has been resolved quickly and satisfactorily."

At present, the Chamber is using only the anti-virus, SiteAdvisor web security, and spyware functionality in Total Protection Service, but, in the future, it can easily take advantage of the solution's additional features to protect additional PCs, servers, or e-mail from viruses, spam, phishing, and hacker attacks.

Summary

"McAfee Total Protection Service is just what a small business with no in-house IT staff needs," says Partain. "It's easy to manage yet provides all the security we need in one affordable package."

