

## Fulton County, Georgia



Supporting Top Digital County's Use of Microsoft Windows Vista with Symantec Enterprise Security and System Management Software

**Fulton County, Georgia, testing Microsoft Windows Vista since 2005, has required that Symantec solutions be deployed with Vista to enhance virus protection and streamline overall system management. The solutions have reduced imaging time by 50 percent, PC deployment by 78 percent, and required staff to roll out computers by 75 percent.**

### CHALLENGE

Since the arrival of CIO Robert Taylor in 2000, the Fulton County, Georgia Department of Technology has won distinction as one of America's Top 10 Digital Counties four years in a row. Symantec solutions are vital to the county's success: Symantec AntiVirus™ Enterprise Edition supports a multi-tier security infrastructure, Symantec Enterprise Vault™ enables email, VoIP, and electronic fax archiving and e-discovery, Symantec Backup Exec System Recovery provides server reimaging, and Symantec Ghost Solution Suite provides rapid and reliable imaging, deployment and management of systems. A business value analysis study by The Alchemy Solutions Group shows that Fulton County will realize more than \$4.5 million in business value from Symantec solutions during the period from January, 2002 through December, 2007.<sup>1</sup>

Since the study was completed, Fulton County has expanded migration to the Microsoft Windows Vista operating system, having initiated testing in July, 2005. The Fulton County IT team wanted to add additional layers of security to Microsoft Windows Vista, enhancing protection from viruses and other malicious code and avoiding the cost of remediating intrusions. The County also wanted to streamline Microsoft Windows Vista deployment and simplify PC management with a system administration tool that was Vista-compatible.

### SOLUTION

Fulton County had first deployed Symantec AntiVirus Enterprise Edition in December of 2001, and since then there has not been a significant virus challenge. "I can't measure the value of a good antivirus solution, but I can measure the value of not having one," says Taylor. "In September of 2001, we were hit with the Nimda virus and it cost us a million dollars to remediate—the type of incident we have avoided since then, thanks to a multi-tiered approach centered on Symantec."<sup>2</sup>

To enhance the layered security surrounding Microsoft Windows Vista, the IT team chose Symantec AntiVirus Enterprise Edition 10.2, which is compatible with the 32-bit and 64-bit editions of Windows Vista. The team already had Symantec Ghost™ Solution Suite and chose to upgrade it to version 2.0 to gain compatibility with Vista and streamline PC deployment and management.

### ORGANIZATION PROFILE

Fulton County, formed in 1853 and merged with two other counties in 1932, encompasses 534 square miles in Georgia. It includes Atlanta and twelve other cities. The county government's 5,800 employees deliver services to over 915,000 residents.

### INDUSTRY

Government: State and Local

### SOLUTION

Comprehensive Threat Management, Systems Management

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#### Robert Taylor

CIO and Director of Information Technology  
Fulton County, Georgia

Because Symantec Ghost Solution Suite 2.0 wipes data securely, to U.S. Department of Defense standards, Fulton County can sell them in working condition, returning significant savings to the budget.

**“Symantec Ghost Solution Suite can create and restore images up to twice as fast as we could with standard tools provided by operating systems.”**

**Robert Taylor**

CIO and Director of Information Technology  
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<sup>1</sup> “Email Archiving and e-Discovery, Multi-tier Security Architecture, and Server Reimaging,” The Alchemy Solutions Group, September 2006. [http://eval.veritas.com/mktginfo/enterprise/customer\\_successes/ent-fulton\\_county\\_bva\\_study\\_09-2006.pdf](http://eval.veritas.com/mktginfo/enterprise/customer_successes/ent-fulton_county_bva_study_09-2006.pdf)

<sup>2</sup> One building/area in the county government did elect to have an antivirus solution other than Symantec. In September, 2003, 20 machines in that building/area were infected by the Welchia worm, which the rest of the county government was successfully protected from. That infection cost \$300,000 and one week to remediate. The building/area has since switched to the Symantec solution.

## RESULTS

“We make sure Symantec AntiVirus 10.2 is deployed with Microsoft Windows Vista,” Taylor says. “I go with the premise that a piece of plywood is a lot stronger than just a regular board because of the layered concept. So I’m building a multi-tiered security plywood for the county, and Symantec AntiVirus complements the enhanced security elements within Vista. The Symantec solution blocks as many as 400 viruses a day.” The result is \$475,000 in projected annual savings as a result of remediation avoidance.<sup>1</sup>

The county is also upgrading to Symantec Ghost Solution Suite 2.0 because it simplifies deployment and management. “Ghost 2.0 has a built-in filter that reveals which machines meet the minimum hardware specifications for Windows Vista,” Taylor says. “We can use Ghost to take hardware and software inventory from a remote location, helping us plan and budget for Vista migration more easily.”

“The Symantec engineering and technical product management team has been helpful to us in the upgrade and showed us capabilities in Ghost Solution Suite that we hadn’t used previously,” Taylor adds. One of these was faster deployment. “We can multicast operating systems, files, patches, and updates to hundreds of targeted machines at once,” Taylor says. “It now takes just three IT staff to roll out computers to a department compared to 12 IT staff before. We also like the fact that Ghost Solution Suite 2.0 can migrate a user’s files, system and application settings to a new PC, helping the user get back to work faster. And Ghost can create and restore images up to twice as fast as we could with standard tools provided by operating systems. A typical PC deployment has been reduced from 90 minutes to 20.”

“It’s also helpful to us that Ghost can wipe a hard disk completely, to Department of Defense standards,” Taylor adds. “We retire hundreds of PCs a year and have been destroying the hard disks to protect data. Now we can wipe them securely and even if they sell for only \$10 apiece, that’s significant savings returned back to the citizens of Fulton County.”

## SOLUTION AT A GLANCE

### Key Challenges

- Integrate layered security solution for heterogeneous computing environment
- Manage Microsoft Windows security patch updates
- Automate collection of data for hardware and software inventory
- Streamline Microsoft Windows Vista deployment and system imaging
- Simplify user migration and system management
- Retire obsolete PCs securely

### Solution

Enterprise security and system management across data center and computing environment

### Symantec Products

- Symantec AntiVirus™ Enterprise Edition 10.2
- Symantec Ghost™ Solution Suite 2.0

### Symantec Services

- Symantec Basic Maintenance Services

### Technology Environment

- Applications: Microsoft Exchange
- Databases: Oracle, Microsoft SQL Server
- Servers: Over 280 Dell, IBM, and HP servers running Microsoft Windows Server, Red Hat Enterprise Linux, Novell SUSE Enterprise Linux, and IBM AIX

### Business Results

- Up to 50% faster image creation and restoration than with standard tools provided by operating systems
- 75% reduction in staff needed to rollout computers to department (3 instead of 12)
- 78% faster PC deployment (90 minutes reduced to 20)
- About 400 email/Web-borne viruses blocked each day
- Continued protection against malicious code, with \$475,000 in annual savings as a result of remediation avoidance
- Ability to automate hardware and software inventory and simplify migration to Microsoft Windows Vista
- Projected significant annual savings through secure retirement of obsolete systems in salable condition