

CUSTOMER CASE STUDY

San Diego Opera



Customer Profile

San Diego Opera, ranked by Opera America as one of the top 10 opera companies in the United States, is a widely respected member of the international opera community and an invaluable cultural resource to the San Diego community. The company is both a national and regional model for all arts organizations in terms of artistic product and consistently sure-footed fiscal management.

The Opera's primary use of the Internet is in online ticket sales, marketing and fund development. Also, because of The Opera's focus on performance arts, YouTube and other streaming video applications are used extensively across the entire organization. The company also has to account for remote workers, who often use laptops in costume shops and rehearsal studios.

The Opera needed a Web security solution that was comprehensive, multi-faceted and could protect remote workers from malicious Web content.

The Challenge

Previously, San Diego Opera used an assortment of Web security tools, including spyware removal programs and an internal spam filter.

"In the past, we used a variety of different security solutions, but they weren't very effective," said Mickey Gonzales, director of information technology, San Diego Opera. "I was spending a lot of time cleaning computers. I also spent a good portion of my day installing spyware removal programs and really felt it was time we sought a better solution."

The Opera sought a Web security solution that would allow employees, including roaming workers, to access a variety of Web content and streaming video applications without over extending bandwidth or exposing their network to malware.

"ScanSafe was just the full package – great protection, manageability and reporting," said Gonzales. "If someone were to offer you a Web security solution that was more effective than your current solution and could save you time and money, why wouldn't you take it? That was the situation with ScanSafe and I've never looked back."

The ScanSafe Solution

San Diego Opera has been a ScanSafe customer since 2008 and is protecting over 100 users.

ScanSafe is providing San Diego Opera with Web Malware Scanning, Web Filtering and Anywhere+, ScanSafe's real-time protection and policy enforcement for roaming employees.

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.

About San Diego Opera



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Industry

Arts & Entertainment

Solution

Web Malware Scanning, Web Filtering and Anywhere+

Results

- 100% confidence in Web security
- Expertise of SaaS provider
- 24/7 real-time scanning and threat protection
- Rapid and efficient deployment
- Easy-to-use portal

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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.

"We chose ScanSafe because of their expertise in the Web security industry," said Gonzales. "Deployment was easy, filtering is very effective and ScanSafe's reporting capabilities make my job much easier."

ScanSafe Web Filtering provides control over how San Diego Opera employees use the Internet. It provides easy-to-use tools to create, enforce and monitor company Web usage policies. Using the most accurate categorization databases, Web Filtering helps manage the firm's Internet traffic, protecting the network and staff from undesirable Web content.

The Opera employed ScanSafe's Anywhere+ solution almost immediately. Anywhere+, ScanSafe's service for real-time protection and policy enforcement for roaming employees, protects employees wherever they are working – at home, at a client office, in an airport lounge or hotel hotspot.

"Anywhere+ is a great addition to ScanSafe's offering – it gives me peace of mind," said Gonzales.

The Result

San Diego Opera now relies on ScanSafe's experts to filter Web traffic at the source, ensuring their network is free from malware. ScanSafe's Anywhere+ solution also protects San Diego Opera's roaming workers – in costume shops, rehearsal studios and even on stage.

"Working in the arts and entertainment business often means you have to be prepared for everything," said Gonzales. "With ScanSafe, I know our employees are protected from Web threats all the time – be it in our corporate office, costume shop, rehearsal studio or even on stage."

ScanSafe's technology has so far proved to be 100 percent effective at blocking all known and emerging Web threats. It provides features that enable San Diego Opera to retain control over its own policies while removing the hassle and expense of maintaining an in-house solution.

"There haven't been any Web attacks since we deployed ScanSafe and I would recommend the solution to any company looking to save time and money," said Gonzales.

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