

South Gloucestershire Council's tryst with VIRUS outbreak

The Emergency at Council's IT Department

It was like any other day in the IT department of South Gloucestershire Council, until a System Administrator found something went wrong in the network. The network showed all the symptoms of a possible VIRUS attack. The IT staff was clue full to analyze thus far. But beyond that the challenge was to identify the source of VIRUS and affected entities in the network. The VIRUS source should be blocked. The affected part of the network should be separated from the remaining network to prevent the VIRUS spread. Above all, these diagnosis, source block and elimination should be carried out swiftly to minimize the damage.

The Rescue by ManageEngine Firewall Analyzer

ManageEngine Firewall Analyzer precisely addressed the requirement to tackle the contingency. It started with the real-time alert. With this, the siren was sounded for the impending attack. Quickly, the tool identified the source from where the VIRUS was originating. Then, it identified the VIRUS affected machines in the network. Armed with this information the Council's IT staff instantly swung into action to defend the attack. The source was blocked and closed the access to the network. The VIRUS affected machines were quarantined and anti-virus measures were taken.

Thus, live alerts and instant reports of Firewall Analyzer equipped the South Gloucestershire Council's IT department to pin point the attack and mitigate it. Otherwise, it might have been in the world tech news for wrong reasons.

Bandwidth Hog Restricts Council's IT Functions

Occasionally, the Council's IT department experienced that the Internet speed was slow. With the help of Firewall Analyzer, the staff could pin point the Torrent downloads as the cause. They ensured that they get alerted in real-time whenever such traffic-crippling download happens and intervene to stop it.



“*The strengths of Firewall Analyzer are agent-less architecture and web-based client interface. The best thing that impressed me is the ability to view all the Firewalls through a single Dashboard*”

*Nicholas Batchelor,
Senior System Administrator
South Gloucestershire Council*

Benefits

- ▶ **Swift mitigation of damages to the IT network due to the VIRUS outbreak**
- ▶ **Ensuring fair business usage of Internet bandwidth**
- ▶ **Saved money and time of council's IT department in securing the network**

Nicholas at **South Gloucestershire Council** explains how Firewall Analyzer helped them to secure the network and manage the bandwidth, *"After deploying Firewall Analyzer, we were able to find out the source which generated the VIRUS and the affected machines immediately. We were able to fix that issue in no matter of time. This was of great help"*. Further to find out the cause for bandwidth hog he quoted the usefulness of Firewall Analyzer as, *"We get notified via email if any one tries to download a huge file and it helps us to prevent the slow down of our Internet connection"*.

Business Benefits

The devastating service disruption of a local government council was prevented. This demonstrated the secured functioning of the IT department and in turn the council. This has ensured the confidence in the minds of its council's citizens.

Nicholas Batchelor, Senior System Administrator, South Gloucestershire Council speaks about the product in general as *"We started with Firewall Analyzer version 5 and now we are using version 7, which is very flexible in terms of reporting and gives lot of options. Report per protocol group is a great technique. With this, we were able to determine our traffic both internally and externally"*.

About South Gloucestershire

With more than 250,000 residents, South Gloucestershire is the fastest growing area in the southwest of England and a thriving commercial and industrial centre.

The city provides a wide range of services to make sure that the trading environment is fair, safe and sensitive to local needs and, with thier regional partners, promote South Gloucestershire as an area for business development, growth and inward investment.

About Firewall Analyzer

Firewall Analyzer is a web based tool for change management, configuration analysis, security audit of Firewall devices, bandwidth monitoring and security reporting. The software application analyzes the Firewall devices configurations, manages the configuration changes and audits security of devices. It collects, analyzes, and archives logs from network perimeter security devices and generates reports. The devices are, Firewalls, Proxy servers, IDS, IPS, and VPN.

About ManageEngine

ManageEngine provides a suite of powerful Enterprise Management products, including network utilization, performance, security, helpdesk management, email archive management, and real time QoS management among others, aimed at making your business more effective and efficient. With a wide array of products that can be easily integrated, enterprise wide optimization is allowed. Complementary products provide users with the ability to choose and incorporate features that they need a la' carte.

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