



# AVG

® Tough on threats. Easy on you.

## Customer Success

### R&O Construction

**Industry:**

Construction

**Location:**

Ogden, Utah

**Business Profile:**

Founded in 1980, R&O Construction is one of the top five general construction contractors in the state of Utah, and one of the top ranked contractors nationally.

**IT Environment:**

Eight HP BladeSystem, servers, 20 desktops and workstations, approximately 130 laptops and other mobile computing devices; Cisco switches and routers; Cisco VOIP lines; VMware's server virtualization solutions

**Challenge:**

- Large number of laptops and mobile devices in use remotely
- Increase in the number of security threats infecting the company's IT infrastructure
- Existing solution overtaxing both system and human resources

**Solution:**

**AVG Anti-Virus Network Edition**

- Ease of configuration, deployment, and management
- Single solution for protection against viruses, spyware, rootkits and other malware
- Unique real-time protection against poisoned websites and infected IM file transfers
- Central management and monitoring makes ongoing administration simple
- Updates can be performed centrally on all clients and scheduled according according to specific requirements

## AVG Anti-Virus Network Edition Delivers Rock Solid, Easy to Manage Protection for US Construction Firm

**"AVG Anti-Virus Network Edition is a great product. If you are looking for a dependable, full featured anti-virus solution, with centralized management, that is easy to configure, AVG is a great option. You can have it installed and up and running across your domain in just a few hours."**

**Jim Sisco**

*Network Administrator  
R&O Construction*

### Background

Founded in 1980, R&O Construction is one of the top five general construction contractors in the state of Utah and a top-ranked contractor nationally. The company is headquartered in Ogden, Utah, has a regional office in Las Vegas, Nevada and operates throughout the Western United States.

R&O employs 150 people, of whom 100 are based at the company's headquarters in Ogden. A further 10 are based in the Las Vegas office, and 40 are working remotely at client construction projects at any given time.

All of the company's IT needs are supported by network administrator Jim Sisco and one other IT professional operating out of the Ogden offices. The IT team is responsible for the smooth operation of eight servers, 20 desktops used primarily by administrative staff, and around 130 laptops used by the project managers, estimators, marketing and sales teams, and individuals operating on site at client projects. The network infrastructure of Cisco switches and routers and Cisco VoIP lines also need to be running smoothly at all times. In the last two years, the IT team has deployed VMware's server virtualization solutions to enable a leaner and more flexible IT infrastructure.

R&O's software applications include project management, construction imaging, archiving, compliance, the full Microsoft suite including Exchange Server, and Citrix Metaframe for external access. The company also operates a secure web server which hosts customer-specific microsites containing up-to-date job-site photographs, catalogs known safety issues, and keeps customers informed on project progress.

### Challenge

Security and intrusion protection have always been a top priority for R&O, particularly given the large number of laptops and mobile devices in use. Sisco, who has been with R&O since 1997, has been closely involved with the evolution and growth of the company's IT infrastructure, and in recent years has seen a rapid increase in the number of threats to the security of the company's IT infrastructure.



Symantec's Norton Anti-Virus had been the company's anti-virus solution of choice for many years but, over time, Sisco had grown increasingly frustrated with the product. As half of a two-person team, he was acutely aware of the amount of time IT had to devote to ensuring that the company's anti-virus protection was working effectively.

**"Symantec's product was getting more bloated with every version, which was causing a growing number of performance problems for client systems and it became more and more time-consuming to upgrade. These problems began to impact our estimating system, getting in the way of our ability to respond to clients with new and updated project estimates in a timely manner."**

Not surprisingly, Sisco decided it was time for a change, and so he began to lay out plans for a replacement to the Symantec installation.

### Solution

With just two people supporting the IT needs of 150 employees, R&O's new security solution needed to be low-maintenance, manageable remotely, and non-intrusive for users. And, of course, Sisco had to be able to depend on the product to catch viruses before they became a problem that required significant manual intervention.

The first product put to the test was Kaspersky Anti-Virus, a solution with a great reputation for catching viruses. But the administrative interface appeared overly complex.

**"The admin console interface in the Kaspersky product was far from intuitive, and was going to require a high degree of hands-on configuration. We simply did not have time to manage that level of complexity in a product."**

Then Sisco learned from a colleague that AVG had a network product. Sisco had been using AVG's Internet Security at home for some time, but he was not aware the company had a business version. Given his familiarity and existing level of trust for AVG security software, he went ahead and downloaded a 30-day trial version of AVG Anti-Virus Network Edition from the company's website. Sisco was so impressed that, within an hour, he was pushing the trial product out to R&O's client systems.

**"During our evaluation of AVG Anti-Virus Network Edition, I was hugely impressed with its ease of configuration, and the smooth deployment to my client desktops," says Sisco. "I could get a lot of information about the security status of my client**

**desktops through the remote administration console, and fix anything I needed to fix without having to visit any individual machine. Clearly AVG could bring us significant economies of time."**

### Result

Today, AVG Anti-Virus Network Edition provides R&O with a robust solution for protection against viruses, spyware, rootkits, and other malware. Its WebShield and LinkScanner modules also protect against online threats from infected instant-message file exchanges and malicious websites – scanning for threats before they can be inadvertently downloaded onto a user's PC and spread across the network. This capability was particularly important with the large number of staff R&O had working remotely on construction sites as they were spending more time on the Internet than office-based users in the course of their work.

But it was AVG's unified administration console that was the key for Sisco. It provides centralized management and monitoring, making monitoring and maintenance a simple background task. The console enables Sisco and his colleague to remotely deploy, update, and configure AVG across the network without the need to visit individual desktops. With access to a continuous overview of the security status of all client machines, Sisco can centrally control and modify AVG client settings as needed.

To keep the protection at a high level, updates can be performed centrally on all clients and conveniently scheduled according to R&O's specific requirements. AVG also enables full support for automatic updates for remote staff, even when they are disconnected from the network. Sisco can even run control tests on remote workstations if there is a potential problem, and target a virus update to a specific machine or group of machines. Sisco also likes the graphical reports AVG Anti-Virus Network Edition generates that show a summary of the clients' security status, clients exhibiting the highest potential infection rates – indicating that additional training may be required – and other reports that can help to justify the software to management.

In the two months following the initial deployment of AVG Anti-Virus Network Edition, R&O has not had a single infection problem and Sisco has not had to place a single call to AVG support.

### Download AVG Software Today

Try AVG software for 30 days with free support – with no obligation to buy. During the trial period, you have full access to all program functionality as well as free, round-the-clock Technical Support. Visit <http://www.avg.com/download> to download today.

### About AVG Technologies

AVG is a global security solutions leader protecting more than 80 million consumers and small business computer users in 167 countries from the ever-growing incidence of web threats, viruses, spam, cyber-scams and hackers on the Internet. Its free online, downloadable software model allows entry-level users to gain basic anti-virus protection and then to easily and inexpensively upgrade to greater levels of safety and defense in both single and multi-user environments. Nearly 6,000 resellers, partners and distributors team with AVG globally including Amazon.com, CNET, Cisco, Ingram Micro, Play.com, Wal-Mart, and Yahoo!. For more information visit [www.avg.com](http://www.avg.com)