Bitdefender®

ENPI Group reduces threat risk with better endpoint visibility

Leading plastic and paper packaging manufacturer improves endpoint security, patch management success rate, and operational efficiency

THE CHALLENGE

Operating blind is always uncomfortable for IT professionals. In cybersecurity, it can be scary. That's why Emirates National Factory for Plastic Industries (ENPI Group) replaced its prior security solution. In addition to providing limited endpoint visibility, the solution would degrade endpoint performance during software updates.

ENPI considered several cybersecurity solutions and selected Bitdefender GravityZone.

Sabu Kamarudeen, IT Infrastructure Manager, ENPI, says, "When evaluating Bitdefender against the other vendors, GravityZone was an affordable solution for us as a small-to-medium sized business while providing outstanding endpoint protection. In fact, GravityZone received superior rankings in the comparative industry market studies. We also were impressed with GravityZone's excellent endpoint visibility and risk management and analytical tools."

THE SOLUTION

ENPI relies on GravityZone Business Security to provide 480 endpoints with integrated EDR, threat detection and prevention, and risk analytics. GravityZone's EDR capabilities continuously monitor the network to uncover suspicious activity and provide the tools needed to defend against cyberattacks. GravityZone Business Security Enterprise also integrates the granularity and rich security context of EDR with infrastructure-wide analytics of Bitdefender eXtended Detection and Response (XDR) technology.

The manufacturer's endpoint environment protected by GravityZone includes Microsoft Hyper-V, Microsoft Windows, and VMware servers and workstations. Applications running on ENPI's GravityZone-protected endpoints include Infor enterprise resource planning, Microsoft Office 365, and QlikView business intelligence.

In addition, ENPI uses GravityZone Patch Management to automate patching of operating systems and applications.

THE RESULTS

Since implementing GravityZone five years ago, ENPI has been pleased with the solution's high degree of endpoint protection and access to in-depth endpoint data and analytical capabilities.

Founded in 1995, Emirates National Factory for Plastic Industries (ENPI Group) is one of the leading manufacturers of plastic packaging solutions and paper products in the Middle east and Africa. ENPI has built state-of-the-art production facilities to provide its business customers with exceptionally high product quality. The parent company of ENPI is Saudi Printing & Packaging Company (SPPC) .

Industry
Packaging & Plastics Manufacturing

Headquarters
Dubai, United Arab Emirates

Employees
1,500-plus

Results
- High endpoint visibility and in-depth incident management reduce risk levels

- Complaints about endpoint performance decreased from 4-5 per month to zero

- Streamlined day-to-day security administration

- Patch management success rate improved from 70 to more than 90 percent

"GravityZone provides excellent visibility across our network and alerts us quickly to any potential threats so we can take proper action," states Kamarudeen. "We receive a real-time risk score which we monitor closely and make changes as needed to keep our risk level low."

"The dashboard via the cloud interface is well organized with different tabs to click and drill down and see the details," continues Kamarudeen. "Incident management provides information graphically and we can see any affected files and related data, such as which browser was used. We're also able to quickly move any files to sandbox for analysis."

Another advantage of GravityZone is the streamlined management and usability.

Muhammed Rafi, Data Center Administrator, ENPI, recalls, "When I first joined Bitdefender, I was impressed with how easy GravityZone was to learn and understand. It took me less than a week to explore all the options and go through the documentation. GravityZone provides a simple interface and well-organized dashboard so it's easy to navigate and manage."

"It's not uncommon to see only 50 to 60 percent of endpoints receiving definition updates with other solutions, which defeats the purpose of security," notes Rafi. "With GravityZone, we consistently see a 100 percent success rate with endpoint definition updates. The scanning, updating, and daily task management run smoothly so it's rare we need to intervene and fix any issues."

GravityZone Patch Management also has contributed to improved operational efficiency. The success rate of third-party application patches has increased from 70 percent to more than 90 percent.

In addition, endpoint performance improved when ENPI switched to Bitdefender due to GravityZone's light usage of CPU resources. Previously, the IT team received 4-5 complaints about workstation performance per month on average. Today, such user outreaches have disappeared completely.

ENPI also appreciates and values the close relationship with Bitdefender, according to Rafi. "The support from the Bitdefender team has been quick and responsive. The people at Bitdefender are always easy to reach and take our inquiries and requests seriously."

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Sabu Kamarudeen, IT Infrastructure Manager, ENPI

Bitdefender Footprint
- GravityZone Business Security Enterprise
- eXtended Detection and Response (XDR)
- GravityZone Patch Management

IT Environment
- Infor
- Microsoft Hyper-V
- Microsoft Office 365
- QlikView

Operating Systems
- Microsoft Windows