BeyondTrust™
VISIBILITY. KNOWLEDGE. ACTION.

Gonzaga Faces the Challenge of Managing Necessary Resources with Limited Controls

BEYONDTRUST CUSTOMER SUCCESS STORY

Challenge: Manage Disparate and Heterogeneous Infrastructure with Limited Control over Resources

THE COMPANY

Founded in 1881, Gonzaga University is a private, four-year institution of higher education located in Spokane, Washington. More than 105 buildings dot the 131-acre campus overlooking the Spokane River. Total enrollment for the 2013-2014 academic year is over 7,600 students, with the average class size being 23 students. There are over 360 employed faculty and over 640 non-faculty employees. The university ranks third in the U.S. News & World Report rankings for Universities-Master's in the West.

THE CHALLENGE

Over the last year, Gonzaga Chief Information Officer (CIO) Chris Gill and his IT team have been trying to build up the security capability and maturity for the university which involved making some infrastructure improvements. The university has more than 2,000 computers, over 200 servers and more than 20,000 network switch ports on campus. Unlike a corporation, higher education institutions face the challenge of having limited control over resources that absolutely have to be a part of the network.

Already facing the hurdle of ensuring that the appropriate technology resources are available to meet students' academic and social needs, Gonzaga must also protect its key information assets from those same devices for which they do not have the kind of control that a typical corporate entity would. With a comprehensive wireless network and shared bandwidth, the potential to propagate malware and malicious software is much higher on a college campus than within a corporation.

With more than 20,000 new vulnerabilities identified every day around the world, Gill and his team believed the most cost effective improvements that they could make is to become aware of and monitor what their systems are looking like. "Keeping track and making sure we are being diligent about maintaining the integrity of our computing systems around campus from a security perspective is absolutely essentially to us. It's the core security component around building a mature infrastructure," said Gill.

THE SOLUTION

Like most higher education institutions, Gonzaga has quite a few staff who are responsible for computing systems in various parts of campus that do not report into the central IT department, but rather report to academic deans or department directors. As a result, the IT team needs to be able to monitor as well as distribute information to those responsible for ensuring the security of the individual systems on campus. With the Retina CS platform, Gonzaga now has the visibility and insight into the security status of their entire computing infrastructure across campus. Retina also helps to easily divide the reporting process by breaking it down by area of responsibility and distributing the reports on a regular basis to those individuals.

Solution Summary

CUSTOMER TYPE

Higher Education

CHALLENGE

Disparate and heterogeneous infrastructure with limited control over resources that absolutely have to be a part of the network.

SOLUTION

Retina CS delivered the visibility and insight into the security status of the university's entire infrastructure.

Thanks to Retina we've moved from a reactive security approach to a proactive one. We're able to get insights more quickly and be able to prioritize those insights and respond to the most critical threats immediately rather than blindly.

— Chris Gill, Chief Information Officer
Gonzaga University

The Retina platform is also able to prioritize vulnerabilities and remediate vulnerabilities that are most critical. Prior to Retina, Gonzaga was simply responding to latest patch cycles from Microsoft and Red Hat. "Thanks to Retina we've moved from a reactive security approach to a proactive one. We're able to get insights more quickly and be able to prioritize those insights and respond to the most critical threats immediately rather than blindly," said Gill.

Gonzaga recently had an independent information security consulting firm come on campus to do an audit of their IS infrastructure. They recommended that the university scan all of their systems at least annually. Because of the Retina platform, Gonzaga is now able to scan every system on campus monthly, conducting 12 times the number of scans than which was recommended by the auditing firm. "We're now operating on a best practices structured approach," said Gill.

Gill and his team have been thrilled with the service-oriented, attentive approach that BeyondTrust support staff have taken with working to implement the Retina platform effectively. Gonzaga plans to continue working with BeyondTrust well into the future with the next project being around Active Directory management.

About BeyondTrust

BeyondTrust is a global security company that believes preventing data breaches requires the right visibility to enable control over internal and external risks.

We give you the visibility to confidently reduce risks and the control to take proactive, informed action against data breach threats. And because threats can come from anywhere, we built a platform that unifies the most effective technologies for addressing both internal and external risk: Privileged Account Management and Vulnerability Management. Our solutions grow with your needs, making sure you maintain control no matter where your organization goes.

BeyondTrust's security solutions are trusted by over 4,000 customers worldwide, including half of the Fortune 100.

CONTACT

North America
Tel: 800.234.9072 or 480.405.9131
info@beyondtrust.com

EMEA
Tel: +44 (0)1133 970445
emeainfo@beyondtrust.com

APAC
Tel: +65 6701 8267
apacinfo@beyondtrust.com

CONNECT

Twitter: @beyondtrust
Facebook.com/beyondtrust
Linkedin.com/company/beyondtrust
www.beyondtrust.com