

# Cash delivery secured with elite endpoint protection

Armored car routes, gold trades safe from malware



## THE CHALLENGE

ZIEMANN GRUPPE customers demand extreme reliability – a delay of just one of the company's 800 armored vehicles could prompt cash shortages and raise security risks.

So ZIEMANN GRUPPE demands extreme reliability from its IT equipment, as most processes are computerized. At ZIEMANN VALOR, a subsidiary specialized in precious metal and foreign money wholesale services, the IT systems guarantee that forex and gold prices are up to date and all transactions for customers are smooth and transparent. ZIEMANN SICHERHEIT, the group's cash transportation business, uses software for efficient route planning. Only the application knows how much money is transported to which customer at what time. If malware were to infect the underlying server operating systems and provoke a software failure, no purchase orders could be issued and cash transports would halt.

Until the autumn of 2015, the company used two antivirus solutions because the solution on the servers and desktop personal computers was inefficient in offline mode on the notebooks. "The permanent overhead for managing these solutions was really too high for us," says Christian Zenker, IT specialist of ZIEMANN GRUPPE. The company had also planned to virtualize all application servers. The existing security solution, however, was not designed for virtual machines, so it placed a heavy load on the processor and memory resources.

With the help of the external IT security expert, the IT team started looking for a new antivirus solution that could be used on all devices for full compatibility.

## THE SOLUTION

After exhaustively testing detection rates of various scanners, Bitdefender's GravityZone solution emerged as the best. Also, key to their decision was that GravityZone is designed for virtualized environments.

For example, GravityZone installs a lean client on workstations and servers instead of a complex scanner. The agent simply creates hash values of all files on the hard disk and sends them to a separate scan server in the same network or – in the case of ZIEMANN GRUPPE – to the Bitdefender cloud service that performs the resource-intensive analysis of a newly detected file.

In a little more than three weeks, the ZIEMANN GRUPPE IT team installed the Bitdefender agents on its more than 750 desktop PCs and nearly 70 servers – including those running under Linux (Debian, CentOS).



ZIEMANN GRUPPE is a powerful player in the service industry, with a total staff of 2,600, 25 sites and 800 special vehicles. The core competencies of ZIEMANN SICHERHEIT GmbH include the transport of money and valuables, the operation of cash centers, the servicing of cash and noncash self-service devices, courier services and security services. Its subsidiary, ZIEMANN VALOR GmbH, is a trusted wholesaler of precious metals and foreign money.

### Industry

Financial Services

### Headquarters

Schallstadt, Germany

### Users

2,600 employees, 25 sites, and 800 special vehicles

### Results

- Simplified administration with single console
- Reduced costs using central management through cloud service
- Reduced processor and memory load as forecast

Web apps include software provided to customers via Internet, such as a money collection ordering application. While the IT team opted for a high-availability solution on a cluster basis, not all critical applications are suitable for clustering. For this reason, the servers need the best possible protection against undesired downtimes.

“Since it was so easy to install the agents, we could do the entire rollout smoothly ourselves,” says Christian Zenker. The Bitdefender solution was installed remotely in all 25 branch offices, again without problem. Thanks to the solution's intuitive user interface, all 12 members of the IT team can administer and control the software as needed without any extra training.

## THE RESULTS

“The migration to GravityZone made our daily routine much easier,” says Zenker, who managed the project. With a comprehensive security solution on all servers, desktop PCs and notebooks, administration is much more straightforward, because the second console could be eliminated. In addition, the end devices of all sites can be checked at a glance in the transparent admin user interface. Previously, the status of the external clients had to be queried manually. Zenker believes central management in connection with the Bitdefender cloud service reduces costs, as it requires fewer server components and less effort.

GravityZone agents reduced processor and memory load as forecast. Scanning via the cloud is a noticeable benefit, especially on virtualized servers. Every week, more than 100 malware threats are found. Employees notice nothing as the IT team configured the agents so no warnings are issued to them. Instead, GravityZone takes care of removing the malware. “The antivirus solution is running in the background and it is nearly invisible to the users. In addition, the IT department is no longer burdened with extra work,” Zenker says. “This is exactly how it was meant to be.”

ZIEMANN GRUPPE is very happy with Bitdefender's technical support. Bitdefender specialists responded within less than 48 hours each time the IT team sent unknown malware samples for analysis. “With other vendors, we sometimes had to wait two weeks for feedback,” says Zenker.

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— Christian Zenker, IT Specialist,  
ZIEMANN GRUPPE

### Bitdefender Footprint

- GravityZone Elite Security
- Full-Disk Encryption
- Patch Management
- On-Premises Console

### IT Environment

- AWS
- CentOS
- Linux Debian
- Microsoft Windows