



# Top London Gym puts BitDefender through its paces.

## The company

The Third Space is one of London's premier health and fitness clubs with more than 4,000 members, three-quarters of whom visit at least once a week. Founded in 2001 and located a short sprint from Piccadilly Circus with a catchment area across the heart of the city, The Third Space members tend to be discerning clientele with high expectations.



The Club – according to Edward Bourne, The Third Space's IT Manager – requires a computer system that more than punches its weight – having to support and protect a network of more than 50 client machines and servers that provide a myriad of services from SQL membership and medical databasing and HR to video web hosting and more besides. We spoke to Edward in-depth about the gym's IT requirements.

## Time for a change

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"We were using a well known 'corporate' brand which had been put in by my predecessor. I found it very complicated to use and support was poor, so I never really liked the product." Edward Bourne, IT Manager, The Third Space.

Faced with a server / client security set-up that met neither his needs nor that of the business, Edward decided it was time for a change. He says: "For example, when the previous solution identified a suspect item and put it into quarantine, there was never any way from the user panel control to delete what was in quarantine on the remote machines or if there was I was never aware of it. And when I called them they were never very helpful, so it seemed like a sensible time to put something else into plan."

## The challenge

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"We've got some ageing equipment such as Windows 2000 client machines so wanted something that could work across a broad spectrum."

With 70 staff, an in-house GP and 25 other practitioners providing everything from sports physiotherapy to acupuncture on the 40,000 sq. ft site, top-drawer IT is just as important to the business as fluffy towels or spotless showers.

"We have just launched something called 'The Vault' we are very proud of it. It is like an online personal trainer, where you can track your goals / progress and talk to your trainer through a Facebook-type wall, where you can leave messages for one another," adds Edward.

Clearly, with this volume of personal information on the system, The Third Space required a high-performance security system to protect from hacking, phishing and spam.

## The solution

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“We trialed BitDefender for three or four weeks on a couple of test machines, trying things that are not applicable to our network, just to really give the product a good try,” says a clearly delighted Edward. “We were really happy with the results and also very happy with the customer service as well.”

He adds: “As soon as we had installed BitDefender, it managed to find an awful lot of cookies and things that were affecting our network performance.”

## Online Support by Security IP

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The Third Space received support from Security IP, the BitDefender distributor, and Edward was very pleased with the guidance and remote help with deployment and implementation they provide. “I must say their tech guy was fantastic. If there was anything – he was never far away. Even when he was out in Romania with BitDefender I got emails from him that were very helpful.”

## Conclusion

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Edward concludes by evaluating his new set-up. “When you compare BitDefender to our previous product it is a lot easier to use. It is an intuitive system and it works. From my point of view it does everything I need it to do.”



## About BitDefender®

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BitDefender is a leading global provider of security solutions that satisfy the protection requirements of today's computing environment. The company offers one of the industry's fastest and most effective lines of security software, setting new standards for threat prevention, timely detection and mitigation.

BitDefender delivers products and services to over 41 million home and corporate users in more than 180 countries. BitDefender has offices in the United States, the United Kingdom, Germany, Spain and Romania. Further information about BitDefender can be obtained by visiting: <http://www.bitdefender.co.uk>

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