Bitdefender

Enduring cybersecurity posture at Universidad Politécnica de Madrid

Spain's largest technical university achieves high security performance, ease of compliance with national cybersecurity standards, and streamlined management

THE CHALLENGE

Like most organizations, the Universidad Politécnica de Madrid (UPM) periodically evaluates and compares existing technologies with the latest solutions. The university has applied the same rigor to its Bitdefender security solutions, which have delivered high performance for several years.

Juan Carlos Sánchez, Chief Information Security Officer, Universidad Politécnica de Madrid, says, "For the last 13 years, Bitdefender has provided us with excellent security protection, streamlined management, superb customer support, and a broad portfolio of solutions at a competitive cost. Even as cybersecurity threats become more lethal, Bitdefender products evolve with increasingly advanced protection, which is why we continue our relationship."

THE SOLUTION

Seeking enterprise-wide protection, UPM deployed Bitdefender GravityZone which provides UPM with adaptive, comprehensive security and integrated risk management across 2,000 endpoints, including Microsoft Windows and Apple macOS workstations and Linux servers.

Applications running on endpoints protected by Bitdefender include Linux-based corporate email, as well as academic and economic management systems. UPM's faculty, research, and administrative staff access these applications.

THE RESULTS

Right from the start, Bitdefender delivered significant improvements at UPM. Over time, the advantages have only accrued.

"When we first started using Bitdefender years ago, our security performance increased by three to four times and our false positives and user complaints dropped dramatically," recalls Sánchez. "We also have not had a major security incident in all that time."

Additional highlights of Bitdefender are streamlined management and deployment, according to Sánchez. "We appreciate how simple it is to use and manage the Bitdefender solution. Ease of generating administrative groups has been especially useful. In fact, we spend only two hours weekly on average managing Bitdefender."

UNIVERSIDAD
POLITÉCNICA
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POLITÉCNICA

Universidad Politécnica de Madrid (UPM) is the largest technical university in Spain. With more than 3,000 faculty members and 44,000 undergraduate and graduate students, UPM offers fields of study and research in a wide variety of engineering disciplines, architecture, computer science, geodesy, cartography, physical therapy, and sports and fashion design.

Industry
Education

Headquarters
Madrid, Spain

Employees
4,600 employees (IT staff, 130)

Results
- Streamlined security management requires two hours weekly

- 3-4x improvement in security performance

- Only 5-7 security-related user trouble inquiries per year

- Compliance with increasingly stringent national security standards

Because Bitdefender is configured to operate in the background, security staff can investigate endpoint concerns without interrupting users. In rare cases where intervention is required, security staff will alert users and remediate any issues.

Sánchez estimates the security team receives 5-7 security-related trouble inquiries on average per year. He attributes this to Bitdefender's non-intrusiveness, absence of endpoint performance degradation during scans, and overall high availability and reliability of endpoints.

Beyond UPM's high satisfaction with Bitdefender technologies, Sánchez also points to the value of the relationship with Bitdefender. He says, "Sometimes, other vendors promise us the moon and under-deliver. We never have that problem with Bitdefender. Whenever we have a question or issue, Bitdefender is quick to provide a thorough, helpful response."

Sánchez adds, "I often get calls from colleagues at other universities who are having issues with their cybersecurity solutions. I explain to them how well Bitdefender has performed and encourage them to give the company a try."

Looking ahead, UPM is considering additional Bitdefender solutions that would provide another layer of protection with endpoint detection and response (EDR).

"We're now looking at adding EDR with Bitdefender to our arsenal of cybersecurity tools to protect our infrastructure from more insidious malware and ransomware. Bitdefender has done an excellent job supporting our compliance with evolving national security regulations in Spain that soon will include EDR. We are pleased that Bitdefender's portfolio of solutions incorporates options for sophisticated EDR and risk and incident analytics to further strengthen our cybersecurity posture."

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Juan Carlos Sánchez, Chief Information Security Officer, Universidad Politécnica de Madrid

IT Environment
- Linux

Operating Systems
- Apple macOS
- Linux
- Microsoft Windows