



AVG Anti-Virus

AVG STATIONED AT ARRIVA TRAINS WALES

Arriva Trains Wales is one of around 30 major rail companies within the UK. Supported by 1,860 employees, the company covers a route of over 2,600 miles, handling 60,000 passenger journeys a day from 235 stations. Arriva Trains Wales is committed to providing a safe, secure and high-quality service to all of its passengers. This seamless customer experience is in part made possible by Arriva's technology infrastructure.



Every station has some form of network link; from the relatively simple provision of customer information boards and CCTV security, to more complex ticketing requirements. Every point on the network is linked to the company's HQ in Cardiff using ADSL technology. The company uses 400 networked PCs spread throughout Wales.

TIMELY ARRIVAL

"Our original antivirus product was proving cumbersome from a management perspective. Centralised updates were time consuming to implement and not very robust," says Richard Smee, IT Applications Manager. "Our administrators could not easily identify which updates had been successful."

As our previous antivirus supplier's licence was due for renewal, Arriva Trains Wales began looking for an alternative antivirus package that would provide more effective central control of the network's virus protection. "Our IT Network Manager was running AVG Anti-Virus software at home and was a big fan of the service it provided," continues Richard Smee. "We decided to test the network version of AVG and were delighted by the results. Soon after commencing the trial we received a virus that was not picked up by our previous antivirus product but was immediately contained by AVG. The decision was effectively made for us."

"To date, AVG has contained all network virus outbreaks. Alongside its faultless antivirus record, the excellent remote administration functionality has been very productive for us."

Richard Smee – IT Applications Manager

Initially, Arriva Trains Wales acquired a 250-seat AVG licence, which was soon upgraded to 350 seats. The company recently expanded its AVG usage further to a full 400 seats.

CENTRALISED ADMINISTRATION EASES MANAGEMENT BURDEN

Richard Smee adds: "We do not have enough bandwidth to push out all updates from one central site. We use a central remote administration server plus a couple of other servers downstream. AVG updates automatically over the Internet at the central location and schedules updates to the downstream servers. Another useful aspect of AVG is that updates and scans can be set up differently according to the characteristics of disparate user groups and report back on the network-wide antivirus status."

With ever-increasing uses for network applications, Arriva Trains Wales is confident that with the use of AVG's world-class virus protection and remote administration functionality, the health of their network will remain firmly in their control.

KEY BENEFITS OF AVG:

CENTRALISED MANAGEMENT:

Edition can be used to manage 1,000s of users through its AVGADMIN management console and AVG DataCenter data repository.

EASE OF USE:

AVG Network Edition is easy to deploy. Updates are downloaded automatically throughout the day to a centralised location and the workstations constantly check for these updates.

COMPETITIVE PRICING:

AVG UK is committed to providing competitively-priced antivirus protection and has a growing reputation among users for delivering excellent value for money.

ACCESSIBLE TECHNICAL SUPPORT:

Friendly, professional technical support is available via email 24 hours a day, seven days a week. Telephone support is also available Monday to Friday, 8.30 am–5 pm.

Provided by AVG UK

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