“Besides the corporate network becoming more secure, the key visible metrics were an approx. 40% reduction in incidents of hard disk formats, and an approx. 15% reduction on calls landing on the IT help desk. Virus related issues were reduced by 50% after installing F-Secure’s solution.”

Atul Govil, CIO, India Glycols Ltd.

F-Secure increases employee productivity at India Glycols by more than 20%

Headquartered in the Indian city of Noida, India Glycols (IGL) manufactures green technology based bulk specialty and performance chemicals, as well as natural gums, spirits, industrial gases, sugars, and nutraceuticals. These products are manufactured in compliance with stringent global standards that govern plant operations – including product quality and employee safety, and all facilities have been certified by international agencies (such as Det Norske Veritas). The operations at all plants are closely monitored through distributed control systems (DCS), which facilitate a high degree of control over the quality of products.

Manufacturing is process-driven and employee-centric, and demands high levels of efficiency and productivity. Keeping in sync with global standards demands that all key processes at IGL are enabled and structured through information technology (IT), and according to IGL CIO Atul Govil, comprehensive security acts as the fulcrum for a robust IT roadmap.
Background

The best quality products are manufactured in accordance with compliance standards that include traceability, which require operations to run through an automated IT infrastructure that maintains employee productivity. IGL has deployed state-of-the-art technology to fast-track the planning, execution, and overall performance of tracking processes, as well as minimize manual efforts and eliminate overlapping workflows.

For key business transactions, IGL uses best-in-class ERP software. They also use business intelligence tools that facilitate fact-based decision-making, and a portal that allows the different business levels to communicate seamlessly with one another. And according to Govil, securing confidential data (as required by industry compliance standards and government regulations) is a key IT requirement.

“Security is of paramount importance for any organization, and a good, proven security technology acts as a fundamental catalyst. To establish a business edge through competitive advantages and brand loyalty, data and related transactions have to be secure and confidential at all times. Security cannot be compromised at any point,” said Govil.

Established as a single mono-ethylene glycol plant in 1983, IGL has brought together cutting-edge technology, innovation and an unflagging commitment to quality, to manufacture a wide range of products that have found global demand.

IGL’s state-of-the-art, integrated facilities manufacture chemicals including glycols, ethoxylates, glycol ethers and acetates, and various performance chemicals. These products are manufactured in compliance with stringent global standards of plant operations, quality and safety. The company’s facilities have been approved and certified by international agencies including Det Norske Veritas (DNV). The operations at all plants are closely monitored through distributed control systems (DCS), which facilitate a high degree of control over the quality of products.

Overcoming Pain Points

In 2014, IGL needed to upgrade security across their multi-location corporate network.

Their existing security solution was weak in several key areas, such as policy management and software updating. “There were no automatic updates. Employee productivity was a serious concern, as most of the IT team’s time was spent on patch management, formatting hard disks, and other manual activities with the existing software,” said Govil.

Their security had additional shortcomings that needed to be addressed, such as support for the latest platforms (including Windows 8 and other operating systems running the ERP package), protection against emerging threats, and browsing protection for enhanced security against malicious sites.

But according to Govil, the most important consideration was that the new security solution had to be future-proof to ensure it was able to absorb new SMAC trends.

Choosing F-Secure

IGL needed a solution that provided strong security while having a minimal impact on performance. Email and web traffic scanning, as well as centralized management, were important security requirements. It also had to be easy to set-up and maintain.

F-Secure was relatively new to the end-user business in India, so IGL studied the references of F-Secure’s global clients, and their success rate in the B2B space. “F-Secure did not have many Indian clients for references. We looked at the solution for its credibility, ruggedness and after sales support. And F-Secure truly fit the bill,” said Govil.
F-Secure was selected as IGL’s new security vendor after a detailed comparison of various products. Key differentiators included F-Secure’s ease of use and cost-effectiveness. According to Govil, these benefits are significant considerations for Indian companies. He highlighted the automatic updates as a specific clincher, as solutions need to be complete packages and account for the different aspects of patch management, software alerts, and other automated protective measures.

Implementation through a Trusted Partner

Aarna Global Infotech provided implementation support, and was involved throughout the whole project. They offered support and guidance, and Govil said they were able to provide detailed insights on F-Secure’s unique features, adding additional value to the solution.

Both F-Secure and Aarna Global Infotech were keen to be associated with a successful project in India, and took an aggressive approach toward the endeavor. Pilot testing was used to validate the solution’s features and on-site functionality, and in the second half of 2014, IGL became an F-Secure customer using F-Secure Business Suite Premium.

Multiple Benefits

IGL experienced immediate benefits after implementing F-Secure (with all the components of Business Suite being used for endpoint and server security).

One key improvement was in the protection of physical servers, desktops and laptops. According to Govil, the automatic deployment of security updates (with the possibility of exclusions and manual deployment) greatly reduced the amount of time the IT staff had to dedicate to maintaining endpoint security. “The solution offers installation of missing updates. Patch management for both Windows and third party products is a real advantage. The solution offers integrated management, hence there is no need for a separate infrastructure.”

There was an initial issue in pushing updates to the exchange server during deployment. But the issue was escalated, and the teams at both Aarna Global Infotech and F-Secure worked to rectify it quickly.

There is now no need for manual updates as there are proactive alerts/product updates, and the security pack software ensures timely updates for both operating systems and applications. “This helps our IT team to dedicate their time to other projects. This is an indirect advantage of improved employee productivity across various departments to the tune of over 10–15%,” said Govil.

Most applications in IGL are currently on-premise, and so F-Secure’s solution is now live for 650+ IGL users across multiple locations. However, Govil said the solutions have been validated for future use on mobiles, smartphones and tablets.

Buying technology is one thing, but deploying it successfully and within a project’s timeframe is vital. F-Secure and Aarna Global Infotech’s robust support framework enabled the successful and timely deployment of this enterprise-class security solution.

About the Supporting Partner

Aarna Global Infotech deployed F-Secure’s solution at IGL, and played an important role through the decision-making and implementation process.

According to Govil, they possessed detailed technical knowledge about IT security, and their Delhi-based team was prompt with extending support to IGL. He also said they were able to suggest additional tools and solutions to help IGL protect their network.
Company Profile

India Glycols is a leading company that manufactures green technology based bulk, specialty, and performance chemicals, and natural gums, spirits, industrial gases, sugars and nutraceuticals.

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Business Situation

India Glycols, on a rapid expansion spree, had a challenge with the existing security solution used by their multi-location users and branch offices.

The solution had limited or non-existent software update capabilities and policy management. With no automatic updates, employee productivity was a serious concern as most of their IT team’s time was spent on providing product updates, patch management, and other manual activities to maintain the existing software.

The growing number of hard disk issues and other related concerns with the security solution consumed lots of time and bandwidth at IGL. The IT team was spending too much time to keep the lights on with the earlier security solution.

IGL wanted a sturdy security product that had proactive protection capabilities against emerging threats, and improved browsing protection for augmented security against malicious sites.

Solution

F-Secure Business Suite Premium

Project Time

45 Days

Benefits

• Reduction in the number of hard disk formatting incidents by a significant 40%
• Virus related issues reduced by 50%
• Minimized IT staff time dedicated to endpoint security enhanced employee productivity by over 20%
• Improved browsing protection for augmented security against malicious sites
• Unique, automatic deployment of security updates with the possibility of exclusions and manual deployment
• Installation of missing updates and patch management (not just for Windows, but also third party products)
• Integrated management (no separate infrastructure needed)