powerbroker® desktops
Windows® Edition

beyondtrust®
privilege. made simple

VistaPrint Improves Security, Meets Productivity Demands

VistaPrint

Website: vistaprint.com

Location: Waltham, MA

Industry: Printing

Products: PowerBroker for Desktops

IT Environment:

- Microsoft Windows

Notable Facts:

- More than 7 million customers
- 17+ localized websites
- Serves more than 120 countries

Background

VistaPrint (**www.vistaprint.com** is a leading online supplier of high-quality graphic design services and customized print products to small businesses and consumers. Over 7 million customers have used VistaPrint for printed products ranging from business cards and brochures to invitations and thank you cards. VistaPrint operates 17 localized VistaPrint websites that service customers in more than 120 countries.

VistaPrint has standardized, automated, and integrated the entire graphic design and print process from design conceptualization to product shipment. By aggregating orders and printing them in highly-automated printing facilities, VistaPrint significantly reduces the costs and inefficiencies associated with traditional short run printing. The efficiencies achieved have enabled the company to offer custom designed, full-color, low-cost printed products even in small quantities.

VistaPrint has installed Windows Active Directory and has a customer service center with 400 end-users running Windows XP.

Security and Productivity Challenges

Because it is an Internet-based business, VistaPrint's customer service center is critical to providing human interaction with customers. The company uses Cisco Computer Telephony Integration (CTI) Object Server and has also written applications of their own to optimize monitoring and logging of voice and onscreen activity of customer service representatives during calls. Many key applications that the customer service representatives use require elevated privileges, so each user at the call center is configured as a local administrator on their computer.

Unfortunately, viruses and malware can take advantage of these privileges to gain access through web browsers and email software, leading to downtime for the customer service representatives and therefore a slower response to customers. VistaPrint wanted to achieve a Least Privilege User environment and reduce virus and malware security issues at its call center without jeopardizing employee productivity.

> *"As an online company, VistaPrint customer service center employees often have a browser open and are exposed to a host of spyware and malware programs. BeyondTrust Privilege Manager has enabled us to reach our goal of running no one in our customer service center as a local admin. As a result, we have dramatically reduced malware on end-user machines, decreased the number of IT support requests, and increased end-user productivity. Our customer service center is a key revenue driver and increasing their productivity has had a significant impact on VistaPrint's bottom line."*
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> *– Nick Duda, Security Engineer, VistaPrint*

About BeyondTrust
BeyondTrust is a proven leader with more than 25 years of experience. More than half of the companies listed on the Dow Jones, eight of the 10 largest banks, seven of the 10 largest aerospace and defense firms, and six of the 10 largest U.S. pharmaceutical companies rely on BeyondTrust to secure their enterprise.

Compatible with Windows 7

PowerBroker for Desktops Solution

Nick Duda, VistaPrint Security Engineer, noted that "VistaPrint uses a number of applications that require various levels of elevated privileges, which until now has proven to be an unsolvable IT nightmare. With BeyondTrust PowerBroker for Desktops there is no longer a need to issue administrative privileges to end-user accounts because we can just assign them to specific applications—a dream come true."

VistaPrint began using BeyondTrust PowerBroker for Desktops soon after it was first released in early 2005. Since then, PowerBroker for Desktops has been installed on every customer service center computer.

BeyondTrust PowerBroker for Desktops has made it possible (and practical) for VistaPrint to configure their customer service center in accordance with the security best practice of Least Privilege. End-users at the call center no longer have local administrative privileges for their computers or know the administrative password. With BeyondTrust PowerBroker for Desktops, elevated privileges are provided only when end-users run software that requires them, and only for the use of that software.

PowerBroker for Desktops

BeyondTrust PowerBroker for Desktops was the first product to enable the security best practice of Least Privilege in Windows environments by allowing administrators to assign end users permissions to required or selected applications. With BeyondTrust PowerBroker for Desktops, end users can run all required applications, processes and ActiveX controls without administrative privileges. By removing the need to grant end users administrative rights, IT departments can eliminate what is otherwise the Achilles heel of the desktop – end users with administrative power that can be exploited by malware and malicious users to change security settings, disable other security solutions such as anti-virus and more.

By eliminating the need for end-users to be local administrators on their computers, BeyondTrust PowerBroker for Desktops protects the customer support center against zero-hour exploits (viruses for which anti-virus software has not yet been devised). Malware is neutralized—regardless of whether anti-virus software has learned to identify it as a virus. The IT help desk staff at VistaPrint was thrilled to discover that BeyondTrust PowerBroker for Desktops virtually eliminated malware and zero-hour exploits at the customer service center, reducing support costs.

VistaPrint Delegates Privileges with Certainty and Clarity Using PowerBroker for Desktops

BeyondTrust PowerBroker for Desktops prevents unauthorized malicious use of computers by allowing end-users to install only approved applications and make only authorized system changes. By locking down the environment and tightening security while still providing end-users with the access that they need to do their jobs, BeyondTrust PowerBroker for Desktops increases productivity. At VistaPrint, customer service representatives now have less downtime because their computers are better protected. Additionally, the IT help desk has benefited from a significant reduction in calls from the customer service center.

www.beyondtrust.com

BeyondTrust – Corporate Headquarters
30401 Agoura Road, Suite 200
Agoura Hills, CA 91301 USA
Phone: +1 800-234-9072