

Les Jardins de Gaïa cultivates growth with advanced security

Bitdefender improves employee productivity, delivers better protection against advanced threats, and increases operational efficiency



With operations in Wittisheim, France, Les Jardins de Gaïa produces and distributes more than 500 high-quality organic, fair trade teas worldwide.

Industry
Agriculture

Headquarters
Wittisheim, France

Employees
80 (IT staff 1)

- Results**
- Reduced time spent on security troubleshooting and administration from one to two days to one hour per month
 - Deployed GravityZone across entire environment in one day
 - Decreased number of infections from two every month to two over 2 ½ years
 - Increased employee productivity by removing security-related interruptions and improving computer performance

THE CHALLENGE

A few years ago, Denis Muckensturm, IT Manager for Les Jardins de Gaïa, took a vacation he is unlikely to forget. Enjoying his time off 1,000 kilometers from home, he received a call from an employee who reported that files on several computers had disappeared or been encrypted. Working remotely with an IT support firm, he removed the ransomware. Approximately 60% of employees were not able to work for one day.

After this experience, Muckensturm decided to replace the Trend Micro security solution. In addition to the ransomware attack, less invasive infections were occurring regularly. When computers were infected, IT needed to use additional software, such as Malwarebytes or RogueKiller, to remove malware.

After researching Bitdefender, ESET, Kaspersky, and Symantec solutions, Les Jardins de Gaïa chose Bitdefender GravityZone Elite Security.

Muckensturm recalls, "GravityZone's security protection ranked consistently high in all the major research studies. It was great that Bitdefender took care of security, removal, and cleaning all in one package, so we wouldn't need to manage multiple solutions. We also liked the efficiency of centrally managing all of our computers from the cloud, including the Exchange server."

THE SOLUTION

Today, Les Jardins de Gaïa depends on GravityZone Elite Security to protect over 70 computers, including physical Windows laptops and servers, and Apple laptops, as well as Windows servers virtualized with Microsoft Hyper-V.

The deployment was quick, according to Muckensturm. "Rolling out GravityZone was easy. We used it to uninstall Trend Micro and install Bitdefender across our entire IT environment in one day."

THE RESULTS

Since deploying a Bitdefender GravityZone solution focused on catching and blocking common threats more than two years ago, Muckensturm reports that only two infections have managed to enter the network. One of the threats was ransomware. No data was lost, and the threat was removed quickly. This compares to at least two infections each month when the company used Trend Micro.

For improved prevention and detection rates, Bitdefender recommended GravityZone Elite Suite, which had been recently introduced. The solution includes HyperDetect, a next-generation security layer that provides tunable machine learning with advanced heuristics and advanced anti-exploit techniques. GravityZone Elite also incorporates Endpoint Integrated Sandbox Analyzer to protect against advanced threats by analyzing suspicious files, detonating payloads, and reporting malicious intent to administrators. After testing it for a couple of months, the company adopted GravityZone Elite Suite.

“Since we changed from Trend Micro to Bitdefender, the security we now have is fantastic,” Muckensturm explains. “The difference is like night and day. With Bitdefender’s advanced sandbox and machine learning technology, we’ve been completely protected.”

Efficiency has been another major benefit of GravityZone. Les Jardins de Gaïa strives to lower operational costs so there is money to invest in developing new organic teas and growing the business. Muckensturm says, “Bitdefender helps lower our costs because employees are more productive now that their computers are more reliable and secure. Our time is money.”

IT also reports significant time savings due to GravityZone making security administration easier. “We used to spend 1-2 days a month resolving infections and managing security,” recalls Muckensturm. “I now spend less than one hour a month on security because GravityZone takes care of almost everything.”

“I like the cloud console because I have full control and visibility over everything that is happening from a security perspective whether I’m in the office, at home, or traveling. It’s also easy to use.”

Muckensturm finds that GravityZone uses minimal computing resources, without impacting performance. “We have some old computers that used to slow down during Trend Micro scans. GravityZone doesn’t hurt performance. Our employees are having a better user experience because their work doesn’t get interrupted with infections and their computers run faster.”

Muckensturm also has been pleased with Bitdefender’s responsiveness. “We’re happy with Bitdefender customer support. If we have a problem, a Bitdefender engineer contacts us quickly and helps resolve the issue. It’s clear that Bitdefender is committed to our success.”

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Denis Muckensturm, IT Manager, Les Jardins de Gaïa

Bitdefender Footprint

- GravityZone Elite Suite
- GravityZone Cloud Console

IT Environment

- ERP PMI (Cegid)
- Microsoft Exchange server
- Microsoft Hyper-V
- Microsoft SQL Server

Operating Systems

- Apple (Mac)
- Microsoft Windows