# KASPERSKY🅱

# Rentokil Initial

Case Study

# Rentokil Initial

Kaspersky® Business Space Security provides global services group, Rentokil Initial, with a single anti-malware solution that protects IT systems, PCs and a growing range of mobile devices, at a time of rapid and far-reaching technology change for the business.

## The Aim

Rentokil Initial is one of the largest business services companies in the world, operating in the major economies of Europe, North America, Asia Pacific and Africa. The company has over 68,000 employees providing a range of support services in more than 50 countries. Six operating divisions deliver, among other things, pest control (Rentokil), hygiene services (Initial), couriers (CityLink) and office plants (Ambius). The group's IT division is headquartered in the UK.

This geographical spread and wide-ranging business portfolio has resulted in a proliferation of domain names, software platforms, operating systems and security solutions.

"Up until a few years ago there was massive inconsistency across markets and businesses," says Mike Pitman, Global Head of Security at Rentokil Initial. "When I joined the company there were no common standards and no ways of managing or reporting issues. It was impossible to get a central view of what was going on across the group – which resulted in poor operational performance and a staggering number of repeat malware infections. All of this represented a huge overhead for the business, and was immensely frustrating for the IT team."

Rentokil Initial currently has 25,000 IT users worldwide and supports a wide variety of PCs and laptops, as well as between 8,000 and 10,000 mobile devices. Of these devices around 1,000 are Android handsets, and this number is growing as Android becomes the company standard.

The number of IT users across the group is also growing, as mobile devices are increasingly issued to IT novices such as cleaners, pest control technicians and couriers.

"This trend has enormous IT security implications," says Pitman. "Since education and training remain a challenge, it is even more important that all mobile devices are secured before issue."

## The Solution

In 2007 and 2009, Rentokil Initial made two far-reaching IT decisions. The first was to migrate all its email platforms to Google mail, and the second was to introduce a single, group wide security solution.

Rentokil Initial evaluated a number of different security software providers and chose to implement Kaspersky Business Space Security.

"We were looking for high quality performance and compatibility with our existing systems," says Pitman. "Kaspersky Business Space Security was the best option we found."

Kaspersky Business Space Security is a modular, scalable solution that offers businesses of all sizes award-winning protection from cybercrime and malware. It provides Rentokil Initial with complete and cost effective protection for all its IT systems and endpoints.

"We now have 14,500 clients installed worldwide on computers and mobile devices, with country-specific administration servers," adds Pitman.

**The Results**
The sophisticated anti-malware protection provided by Kaspersky Business Space Security is complemented by a clear and simple deployment and management process. This includes the ability to manage all settings from a single, central management console. For Pitman, this was a major advantage.

"The functionality of Kaspersky Business Space Security has enabled us to implement a hybrid solution," explains Pitman. "Group IT has overall management control, including global visibility and the ability to enforce central policies worldwide, while local areas take care of management and administration and are permitted to implement some regional variations."

Kaspersky Business Space Security capability is also helping Rentokil Initial to address other IT security challenges, including patch management, the rapidly-increasing number of new IT users, the introduction of new services, such as CityLink's online payment initiative, the explosion in the number and variety of mobile devices, and the challenges of consumerisation and virtualization.

"Employees want to bring their own devices into the workplace," says Pitman. "We need to ensure these devices are secure before we let them connect to our VPN. Kaspersky Lab offered us a solution for mobile endpoints that went beyond the provision of AV and included device management and control capability."

Pitman has particular praise for the level of customer service the business receives from Kaspersky Lab.

"When we needed help, Kaspersky Lab's staff dropped everything to come and sort the issues out for us, even when they were not related to the Kaspersky solution," says Pitman. "We appreciate the ongoing engagement, including the quarterly reviews, and are committed to further developing the relationship."

"As a global, IT-driven organisation there will always be challenges as we move to the next level," concludes Pitman. "But at the end of the day, with Kaspersky Business Space Security we know that every PC, laptop, server and mobile device has the same high level of protection, regardless of where it is in the world."

**Kaspersky Lab UK**

**97 Milton Park**
**Abingdon**
**Oxfordshire**
**OX14 4RY**
**United Kingdom**

**info@kasperskylab.co.uk**
**www.kaspersky.co.uk**