

# LONDON'S PREMIER FITNESS CLUB PUTS BITDEFENDER THROUGH ITS PACES

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Edward Bourne, IT Manager, The Third Space

The Third Space – according to Edward Bourne, the club's IT Manager – required a computer system that more than pulls its own weight to support and protect a network of more than 50 client machines and servers. These systems are needed to provide a myriad of services and hosted sensitive data critical to the business such as membership and medical data, Human Resource (HR) information, video web hosting, and more.



The Third Space is one of London's premier health and fitness clubs with more than 4,000 members, three-quarters of whom visit at least once a week. Founded in 2001 with locations in SoHo and Marylebone - and a catchment area across the heart of the city - The Third Space members tend to be discerning clientele with high expectations.

The Third Space Medicine, a fully integrated medical centre with a team of over 20 practitioners specialising in orthodox and complementary medicine, work together with The Third Space to create a system of healthcare which covers all areas of healing. The aim is to achieve a program which is individually tailored to the total wellbeing of each client.



## THE CHALLENGE

Faced with a server / client security set-up that met neither his needs nor that of the business, Bourne decided it was time for a change. "We were using a well known 'corporate' brand which had been put in by my predecessor. I found it very complicated to use and support was poor, so I never really liked the product."

Bourne recalls "When the previous solution identified a suspect item and put it into quarantine, there was never any way from the user interface to delete what was in quarantine on the remote machines - or if there was I was never aware of it. And when I contacted the vendor they were never very helpful, so it seemed like a sensible time to put another solution in place."

With 70 staff, an in-house GP and 25 other practitioners providing everything from sports physiotherapy to acupuncture on the 40,000 sq. ft site, top-drawer IT is just as important to the business as fluffy towels or spotless showers. "We have some ageing equipment such as Windows 2000 client machines so we wanted something that could work across a broad spectrum of platforms" Bourne adds.

## THE SOLUTION

"We trialed BitDefender for three or four weeks on a couple of test machines, trying things that are not applicable to our network, just to really give the product a good try," says a clearly delighted Bourne. "We were really happy with the results and also very happy with the customer service as well." He adds "As soon as we had installed BitDefender, it managed to find an awful lot of cookies and things that were affecting our network performance."



The Third Space also received support from a BitDefender Partner that provides consultation on network security. Bourne was very pleased with the initial guidance and remote support they provided during the deployment and implementation phase.

“I must say their tech guy was very responsive. If there was anything we needed, he was never far away. Even when he was out of the country on business, I received emails from him that proved very helpful in solving our issues.”

## THE RESULT

Implementing BitDefender's antimalware solutions on email messaging systems, clients, and servers deployed throughout the network provides companies with a layered defense and helps to secure critical resources from malicious attacks and intrusions. “We have just launched something called ‘The Vault’ and we are very proud of it. It is like an online personal trainer, where you can track your goals / progress and talk to your trainer through a Facebook-style wall, where you can leave messages for one another,” comments Bourne. Clearly, with this volume of personal information on their systems, The Third Space requirement of a high-performance security system to minimise the impact of customer data theft, hacking, phishing, and spam adds value to their overall business operations.

## THE CONCLUSION

Whether the threats originate from outside or within the organisation, The Third Space now has a solution in place that will help thwart malicious attacks and keep their customers data safe from compromise. Bourne concludes by evaluating his new set-up, “When you compare BitDefender to our previous product it is a lot easier to use. It is an intuitive system and it works. From my point of view it does everything I need it to do.”

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## ABOUT BITDEFENDER

BitDefender is the creator of one of the industry's fastest and most effective lines of internationally certified security software. Since inception in 2001, BitDefender has continued to raise the bar and set new standards in proactive threat prevention. Every day, BitDefender protects tens of millions of home and corporate users across the globe - giving them the peace of mind of knowing that their digital experiences will be secure. BitDefender solutions are distributed by a global network of value-added distribution and reseller partners in more than 100 countries worldwide.

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