

SML-IT Finds a Winning Security Solution



Industry:
Local Municipality



Country:
Sweden



Objective

Reduce risks from phishing and ransomware attacks while using a Zero-Trust solution to increase IT efficiency and secure the end user experience.

Approach

Implement HP Sure Click Enterprise¹ on all 6,500 PC endpoints.



Business Outcomes

- 90% reduction in education PC reimaging support calls
- Increased IT efficiency with virtually no IT administration support needed
- No user training needed
- Complemented existing security solutions

Setting the Stage

SML-IT is a Swedish local government IT organization that oversees three municipalities: Sotenäs, Munkedal and Lysekil, supporting a total of 15 agencies. The local government provides basic vital public services such as basic schooling, childcare and elderly care services to the community.

With a staff of 28 IT specialists, SML-IT is responsible for 6,500 computers and over 16,000 user accounts with about 70% working in an office, some with shared computers, while 30% work remotely or in hybrid office environment.



Combat Ransomware and Phishing

One of the biggest challenges facing SML-IT is protecting against the ever-present threat of ransomware and other cyberattacks targeting their systems through PC endpoints.

SML-IT has been on high alert against aggressive phishing attempts and unauthorized credential access.

As a part of the European Union, SML-IT is required to comply with Swedish Data Protection regulations in order to support the established General Data Protection Regulation (GDPR) laws protecting individual privacy by safeguarding personal data.



“Since we support all aspects of services within the municipality, we have a lot of sensitive and personal data to protect.”

Anders Siljeholm, Chief Information Officer, SML-IT

Zero Trust with Sure Click Enterprise

SML-IT first encountered HP Sure Click Enterprise at a partner conference, where its innovative zero-trust method of isolating potential threats within files captured their attention.

The team swiftly embarked on a proof of concept (POC). With a successful POC, the SML-IT team embarked on a four-month rollout of Sure Click Enterprise, heralding a new era of fortified cyber resilience.

Sure Click Enterprise proved instrumental in fortifying SML-IT’s defenses against highly risky files often delivered as email attachments.

Its revolutionary approach of opening such files as PDF and Microsoft Office documents individually within a hardware-enforced micro-virtual machine served as an impenetrable shield against potential malware.



SURE CLICK ENTERPRISE INCLUDES ADDITIONAL CAPABILITIES.

“Credential protection warns our users if they are on a potentially bad website, not to enter their personal login information. We use Secure Browser when opening web links within emails. To prevent bad websites from spreading malware that may infect our computers.” Sjöberg says.

Flexible Capabilities for Superb Security

Embracing the power of Sure Click Enterprise’s versatile policies, SML-IT embarked on a journey of fine-tuning to fit their specific needs. “We also have chosen to set up our policies so that we do not trust our own domains.

When a user sends an email internally, it is handled the same way as if it comes from external sources.” affirmed Sjöberg. Sure Click Enterprise is up to the challenge of addressing any situation that SML-IT faces, while maintaining world-class security.



“Sure Click Enterprise was easy to implement.”

Emil Sjöberg, IT Project Manager, SML-IT

Increased IT Efficiency with No Performance Degradation



Deploying HP Sure Click Enterprise wasn't just about mitigating threats for SML-IT: it was a game-changer. SML-IT has seen many benefits from minimizing security risks to improving user experiences.

Sure Click Enterprise has transformed the operational landscape of SML-IT, streamlining processes and drastically reduce time-consuming IT issues. Initially, Sjöberg worried about Sure Click Enterprise's compatibility with lower-performance PCs in the Education Division. However, there was no performance degradation, and students continued their work uninterrupted.

"With Sure Click Enterprise, we have seen a decrease in the need to reimage PCs by about 90%," said Sjöberg.

With a significant decrease in help desk calls, the IT team redirected their efforts to other important issues.

"Once Sure Click was implemented, it requires very little administrative work."

Emil Sjöberg, IT Project Manager, SML-IT

Imagine a security solution so intuitive that it disappears into the background. That's exactly what SML-IT experienced with HP Sure Click Enterprise. Employees and students embraced it seamlessly, experiencing zero disruption to their workflow. "No training required!" says Emil Sjöberg.

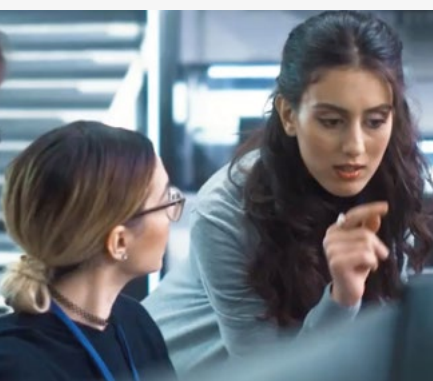


"Sure Click is a critical and important piece of the puzzle in the municipalities' total IT security. Even today, I have not found any other solutions that have the same functions that Sure Click has."

Emil Sjöberg, IT Project Manager, SML-IT

A Win-Win on Every Front

SML-IT strongly believes in the Sure Click Enterprise solution. By seamlessly integrating with their existing security infrastructure, this solution not only complements, but strengthens their strategic security initiatives. The adoption of Sure Click Enterprise has ushered in a new era of improving IT efficiency, mitigating security risks, and bolstering user productivity, making it a resounding success for SML-IT.



Watch the SML-IT team talk about their game changing solution.

Fill the security gap with HP Sure Click Enterprise to improve your IT operational efficiency and reduce your user downtime.

1. HP Sure Click Enterprise is sold separately. Supported attachments include Microsoft Office (Word, Excel, PowerPoint) and PDF files, when Microsoft Office or Adobe Acrobat are installed. For full system requirements, please visit [System Requirements for HP Sure Click Enterprise](#) for details.

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