



BUSINESS VALUE WITH CA

CUSTOMER PROFILE



National Center for Missing & Exploited Children
Alexandria, VA
missingkids.com

Industry

Public Service

Annual Revenue

\$39 Million

Employees

225

CA Product

– eTrust™ PestPatrol® Anti-Spyware

Key Benefits

- Depth of spyware detection
- Centralized management
- Increased employee productivity

CA Advantages

- Established relationship
- Proactive protection

National Center for Missing & Exploited Children Spyware Problem Solved “Magically Overnight” with CA’s eTrust™ PestPatrol® Anti-Spyware

“Due to the nature of our work at NCMEC, we have more spyware than just about anyone. eTrust™ PestPatrol® Anti-Spyware instantaneously removed our unmanageable spyware infestation and has continued to keep it clean, allowing us to focus on what is truly important — the protection of children throughout the world.”

— Steven Gelfound, Manager of Information Technology
National Center for Missing & Exploited Children

National Center for Missing and Exploited Children

The National Center for Missing & Exploited Children® (NCMEC) is the nation’s resource center for child protection. Established in 1984 as a private, nonprofit organization to provide services nationwide for families and professionals in the prevention of abducted, endangered, and sexually exploited children. NCMEC’s congressionally mandated *CyberTipline*, a reporting mechanism for child sexual exploitation, has handled more than 300,000 leads. Since its inception, NCMEC has assisted law enforcement with more than 104,000 missing child cases, resulting in the recovery of more than 89,000 children.

Rampant Spyware

One of the departments within NCMEC, the Exploited Child Unit (ECU), has the task of actively searching child pornography web sites, which has led to rampant spyware infestation. These sites are investigated and then ECU analysts provide potential leads to federal, state, local, and international law enforcement agencies investigating child sexual exploitation cases.

Steve Gelfound, Manager of Information Technology at NCMEC, began to see an influx in helpdesk tickets from the 25 ECU analysts relating to hijacked browsers, slow PC performance, and excessive pop-up ads. It came to the point where he had to send multiple technicians, for most of the workday, to the ECU to manage their computer problems. The technicians tried everything from deleting entries in the registry to rebuilding the computers. However, this was only a temporary fix, since they ended up being called back to the same computers to resolve other spyware issues.

This approach to cleaning up the ECU analysts’ computers cost the technicians the majority of their work week. This added up to a significant loss of productivity, especially considering there are 200 other employees in the company that also needed attention. Additionally, it took time away from the ECU analysts whose task it is to aid in the prosecution of child sexual exploitation cases.



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**National Center for Missing & Exploited Children**

Alexandria, VA

missingkids.com**Key eTrust™ PestPatrol® Features**

- Ability to schedule scans
- Active protection
- Ease of use

Key Business Processes

- Employee productivity
- Spyware detection and deletion
- Scheduled scans

IT Environment

- 225 local PCs
- 10 PCs – branch office

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Since they had clearly been defeated by manual deletion alone, NCMEC tried pop-up blockers and two freeware anti-spyware software solutions, Spybot and Ad-Aware. These products helped with deletion, but did not help detect the spyware proactively. When a single machine was getting 200 pests each day, Gelfound knew the problem was out of control and that they needed a comprehensive solution as soon as possible.

Finally... A Proactive Solution

After almost giving up, NCMEC decided to trial the eTrust™ PestPatrol® Anti-Spyware (eTrust PestPatrol) solution from Computer Associates International, Inc. (CA). NCMEC already had a well-established relationship with CA, utilizing many of CA’s products including BrightStor® ARCserve® Backup, Unicenter® Network and Systems Management, Unicenter® ServicePlus Service Desk, CleverPath™ Portal, eTrust™ Antivirus, and eTrust™ Intrusion Detection, just to name a few. With such sensitive information shared throughout NCMEC, security and all that goes along with it to ensure efficiency, is a serious concern.

The IT team at NCMEC implemented eTrust PestPatrol within an hour and saw results almost instantaneously.

Spyware Gone Overnight

Gelfound explains eTrust PestPatrol as working “magically overnight”. The IT team was able to immediately stop spending 15 hours per week in the ECU and received no helpdesk tickets or phone calls. They describe the transformation “like it was a light switch”. The computers that used to have 200 pests per week went down to a maximum of only three a week. This was a huge productivity increase for both the IT staff and the ECU analysts.

In addition to its miraculous overnight transformation, NCMEC IT staff is now benefiting from several features of eTrust PestPatrol. Gelfound particularly likes the centralized management console. “I just have to check the boxes for the computers I want to scan and I can walk away assured that my computers are safe.” They are content with the active protection that proactively safeguards their PCs on the network, a key technology feature they were in search of from the beginning. They are also utilizing scheduled scans for extra security and prefer the exclusion capabilities because it allows the IT staff to continue to use certain programs such as PC Anywhere without them being detected at every scan.

“If it can fix our problem, it can fix any problem.”

eTrust PestPatrol was the perfect solution to NCMEC’s urgent anti-spyware requirements. Its depth of detection, intuitive user interface, centrally managed console, and proactive protection made it the right choice. As Gelfound puts it, “If it can fix our problem, it can fix any problem.” The IT team at NCMEC is thrilled to have yet another CA product solving their every IT need.

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