

Proactive Protection: How IPS and SES Complete Reduced Threats for a European Transport Operator

CASE STUDY

CUSTOMER PROFILE

- Industry: Public Transport / Mobility Services
- Region: Europe
- Users / Endpoints Covered: 4,800
- Solution: Symantec Endpoint Security Complete (SESC), Email Security.cloud, Arrow Managed Services
- Environment: Email Security.cloud, Endpoint

CHALLENGES

- Aging on-prem Endpoint highlighted gaps in threat prevention
- Office 365 migration exposed the need for advanced EDR and cloud-ready protection
- Budget constraints and competitive public-sector pricing added pressure

BROADCOM SOLUTIONS

- Delivered 4,800 licenses for Symantec Endpoint Security Complete and Email Security.cloud
- Packaged Arrow Managed Services: a dedicated security service that provides proactive monitoring & real time alerting technology

BENEFITS

- Strengthened email & endpoint security across a hybrid environment
- Reduced exposure to zero-day and network-based threats through IPS integration
- Achieved cost-effective modernization without compromising protection quality
- Retained continuity through Symantec, a trusted long-time vendor
- Reinforced internal trust through executive sponsorship & partner alignment

1. MODERNIZING PROTECTION IN A CRITICAL PUBLIC UTILITY

A European public transport operator serving millions faced growing pressure to protect data as it migrated workloads—including machines, servers, devices, and email—to the cloud. With legacy on-prem systems falling behind, they needed a solution fit for today's threat landscape. Symantec's Endpoint Security Complete provided advanced EDR, Adaptive threat protection, Application Control, while Email Security.cloud brought Office 365 protection to modern standards.

2. BOOSTING PREVENTION WITH BUILT-IN IPS AND ADAPTIVE PROTECTION

One of the standout advantages of SES Complete for European Transport was the built-in Intrusion Prevention System (IPS). By deploying IPS, the organization has seen a marked reduction in successful intrusions and escalated threats, overall providing them with a stronger peace of mind across their endpoint estate. In addition, adaptive protection capabilities automatically responded to evolving risks, allowing the security team to stay ahead of emerging attacks without constant manual intervention. This layered, intelligent defence provided greater resilience and peace of mind.

3. CLOSING THE GAP WITH SERVICE AND FLEXIBILITY

Proactive automated monitoring of the Symantec environment paired with prompt intervention to address potential vulnerabilities and minimize downtime, were crucial factors in ensuring continuity of operation of the transport network. This, combined with the comprehensive reporting provided by Arrow's Managed Service including strategic recommendations for performance improvements, proved critical—satisfying both technical and operational requirements.

4. STRENGTHENING LOYALTY THROUGH CLOUD EVOLUTION

The deal reaffirmed European Transport's loyalty to Symantec while advancing their cloud strategy. With a clear path to a single-agent approach and integrated DLP on the horizon, the customer sees Symantec not just as a solution, but a long-term strategic partner.