



Build custom workflows to fit with the security stack



Minimal effort required so you can focus on what matters



Seamless deployment in just days

City of Venice, Florida Works with VMware to Secure Their Digital Environment



Venice is a city on Florida's Gulf Coast with roughly 24,000 full-time residents and approximately 5,000 visitors each year. Their government office has about 350 employees covering all departments within the city, including public safety.

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HEADQUARTERS

Venice, Florida

VMWARE FOOTPRINT

VMware Carbon Black Cloud Endpoint™ Standard

The City of Venice IT department's goal is to empower a transparent and agile digital government. Florida has been a prominent target of ransomware attacks during the 2020 pandemic, and the city's IT department has continued to strengthen their security stack to stay on top of events in their digital environment. Fortunately, for a small IT team with multiple duties and responsibilities, the VMware Carbon Black Cloud™ platform has provided them with the ability to customize the platform to their specific workflows, giving the team peace of mind.

Challenges to unifying security

The City of Venice has roughly 350 employees and an IT department of six that serves many departments in the city, including public safety. As with many small teams, IT director Christophe St. Luce and his employees must wear multiple hats. The group covers frontline support calls, acquisition of new laptops, management of the network and server infrastructure, and more.

Previously, IT for the City of Venice was haphazard. Different departments purchased their own tools and software, creating little to no cohesion. St. Luce faced the challenge of consolidating all the needs of the departments, and finding an endpoint security solution that would satisfy the needs of multiple stakeholders and keep the organization secure. Before partnering with VMware, the City of Venice chose Malwarebytes for their endpoint



protection. However, the city uses high-end laptops for various systems, and Malwarebytes was slowing them down. With a slower environment, the City of Venice lacked agility when preventing advanced attacks.

St. Luce and his team knew they needed a security solution that could solve their evolving challenges, was easier to use, and required less overhead. After a demo of VMware Carbon Black Cloud Endpoint Standard, the choice was clear for St. Luce and his team: Partner with VMware.

“VMware Carbon Black Cloud Endpoint Standard is a different tier of system than I’ve seen demos of before,” explains St. Luce. “The single cloud platform was powerful, yet intuitive to deploy.”

With full support from finance, the IT department moved forward with VMware Carbon Black Cloud Endpoint Standard.

Customized to their workflows

Implementation of their VMware Carbon Black Cloud solution was completed in just three and a half days by St. Luce himself. With a lot of infrastructure at the City of Venice, St. Luce utilized the Microsoft System Center Configuration Manager (SCCM) platform for the smooth transition over from Malwarebytes. VMware Carbon Black Cloud was automatically rolled out to all the company’s servers, domain controllers, and desktop computers.

Since deploying the product, St. Luce has been “very pleased at how minimally invasive [VMware Carbon Black Cloud] is, yet intuitive, and how quickly it can stop potential threats.” Like with any type of agent, there is minor tweaking that St. Luce will occasionally have to perform, but “it’s been a very quiet platform that sits in the background,” says St. Luce. He can check the console every so often on his own time and verify if updates are needed. “I haven’t had to make any adjustments to it in probably the last two and a half months,” says St. Luce. “It’s been working fantastically ever since.”

With a dynamic console, the city can use VMware Carbon Black Cloud to see everything they need to know immediately. Increased visibility means greater insight into identifying the root cause of an attack, seeing where it came from, who was affected, and where it could spread.

Securing a distributed workforce

The City of Venice had deployed VMware Carbon Black Cloud at the beginning of 2020. By the time they started using the product in their environment, the government office had about 50 out of their 350 employees working from home. St. Luce’s main concern was making sure the organization’s endpoints would be protected when they were on and off the City of Venice’s network. When the pandemic brought on a shift to an entirely remote workforce, St. Luce was prepared and confident that his users would be protected on their own networks. With a strong confidence in their systems in place, the city has been able to boost overall productivity.

It’s important that each department within the City of Venice understands the value the IT organization brings and how they are keeping everyone safe. Previously, St. Luce did a speaking tour within the government’s departments and explained what ransomware and malicious actors do, and why his team does what they do. He educated each team about threats in the cybersecurity world and assured them that the City of Venice is always on the offense, but they have a good defense as well. With VMware Carbon Black Cloud, the IT team is confident they have the right solution to prevent advanced attacks while remaining agile.

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CHRISTOPHE ST. LUCE
IT DIRECTOR, CITY OF VENICE

Looking ahead

The partnership between VMware and the City of Venice has delivered immeasurable value, according to St. Luce. VMware Carbon Black Cloud has helped St. Luce keep systems in check with little to no threats warranting concern to their environment. The insight into their network and the ease of use for a small team has helped them deliver on their goal of empowering a transparent and agile digital government. With the VMware partnership in place, they look forward to continuing to secure the City of Venice’s digital environment. “I am very happy with [VMware Carbon Black Cloud] and hope to keep it for many years,” St. Luce says.