CHECK POINT™

Lucas County 911 Keeps Emergency Services Connected and Secure

| **INDUSTRY**	**HEADQUARTERS**	**COMPANY SIZE**
Government	Americas	51-200 employees

OVERVIEW

The Lucas County 911 Regional Council of Governments is a partnership of county, municipal and township governments. The council is committed to operating a safe, effective and efficient 911 system for the county and all subdivisions within its jurisdictional territory.

OUR SOLUTION
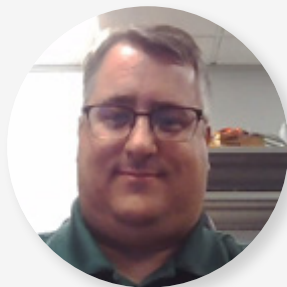
Quantum
Secure the Network

Harmony
Secure Users & Access

Infinity

> " I could tell right away the other departments were really appreciative of their inboxes being cleared up and not having to sift through good and bad emails. Now, they can focus on their work, instead of contacting the security department about what may or may not have happened. "
>
> *Robert Lloyd, Systems Analyst, Lucas County 911*

CHALLENGE

Lucas County 911 dispatchers respond to calls for police, fire and EMS dispatches from Toledo, the county's largest city, and surrounding towns. Operations are carried out by 130 users using the dispatch system, which runs on an isolated virtual desktop environment. Another 35 employees and their administrative tools are connected to a typical internet-facing server. Robert Lloyd, systems analyst at Lucas County 911, is responsible for keeping the county's systems secure and available at all times.

"Cyber security is extremely important for what we do at our 911 call center," said Lloyd. "If call-takers and dispatchers don't have access to our system, it delays police, fire or EMS response to people who need help." Before onboarding Check Point, Lloyd and his team used multiple platforms to manage network, endpoint and email security – a time-consuming and error-prone process. "Our previous solution made it difficult to move around," he said. To reduce complexity and increase efficiency, he decided to consolidate the dispatch's security stack.

SOLUTION

Lloyd selected the Check Point Harmony Endpoint and Harmony Email and Collaboration solutions to secure employee devices and email servers. "We chose Harmony Email and Collaboration because we started seeing more spam messages as our organization became more well-known," he said. The tool automatically identifies and quarantines emails containing malicious content, preventing them from reaching employee inboxes. "Harmony Email and Collaboration was extremely simple for us to learn and deploy," said Lloyd. "The steps were clearly laid out, and the email scanning was up and running within 10 or 15 minutes." Robert also said , "Harmony Email and Collaboration also scans OneDrive and SharePoint. I get reports when it finds suspicious files and messages that have been saved, and then I can quarantine them if needed."

Harmony Endpoint provides a critical layer of zero-day protection for employee devices, such as desktops, laptops and tablets. Both tools can be easily managed through the Check Point Infinity Portal, a unified security console that provides AI-powered threat intelligence, monitoring, policy management and full control of the Check Point architecture. "It's very easy to switch back and forth between email and endpoint and monitor both," he said.

To secure the network, Lloyd's team deploys Check Point Quantum Security Gateways in two clusters each for the dispatch's internal and external firewalls. The external firewalls control access to the de-militarized zone (DMZ), while the internal firewalls secure the network's isolated segments. Threat prevention allows Lloyd to control access to the DMZ via the internet And with Infinity Managed Detection and Response (MDR), the dispatch's infrastructure is monitored around the clock by Check Point's expert security operations center (SOC) team. "We only have a team of four or five, so it's hard to keep an eye on everything all at once," said Lloyd. "We wanted a solution that would monitor our network while we were off or busy with other projects."

OUTCOME

Lloyd's unified platform approach with Check Point quickly simplified and amplified his team's efforts. "Everything has been easy to implement, and there hasn't been much of a learning curve," he said. With the Infinity Portal, team members no longer have to switch back and forth between different solutions to manage email and network security. "The Infinity Portal keeps all of our services aligned in a single pane of glass," said Lloyd. "I can check Harmony Email and Collaboration for quarantined messages. Then, if I get an alert that something's happening with a desktop, I can switch to Harmony Endpoint without having to open a new program."

Harmony Endpoint enables further time savings for Lloyd's team through its powerful automated threat prevention capabilities, which give employees confidence in their ability to securely send and receive emails. "I could tell right away the other departments were really appreciative of their inboxes being cleared up and not having to sift through good and bad emails." said Lloyd. "Now, they can focus on their work, instead of contacting the security department about what may or may not have happened."

On the network security side, Lloyd's experience with Quantum Security Gateways has been equally positive. "We've had no issues with the firewalls, patching or updating," he said. "They perform extremely well, and we've had no service interruptions." Having achieved significant improvements to the dispatch's security posture and operations with Quantum and Harmony, Lloyd looks forward to continuing Lucas County's partnership with Check Point's industry-leading solutions and support team. "Our experiences with Check Point have all been really positive," he said.

ABOUT CHECK POINT

Check Point Software Technologies Ltd. (www.checkpoint.com) is a leading AI-powered, cloud-delivered cyber security platform provider protecting over 100,000 organizations worldwide. Check Point leverages the power of AI everywhere to enhance cyber security efficiency and accuracy through its Infinity Platform, with industry-leading catch rates enabling proactive threat anticipation and smarter, faster response times. The comprehensive platform includes cloud-delivered technologies consisting of Check Point Harmony to secure the workspace, Check Point CloudGuard to secure the cloud, Check Point Quantum to secure the network, and Check Point Infinity Core Services for collaborative security operations and services.

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