



**Carglass to
stay focused on
its customers**



Automotive

- Founded 1986
- 390 service centres, France
- Using Kaspersky Endpoint Security for Business

Launched in 1986, Carglass is now France's leading specialist vehicle glass repair and replacement business, assisting more than one million customers every year.

Employing almost 3,000 people, Carglass looks after its customers at 390 service centres located throughout France, and also from more than 600 workshop vehicles that travel thousands of kilometres each day to assist customers at the roadside.

Carglass also supplies replacement headlights, windscreen wiper blades and bulbs. The company is part of the Belron Group, the global leader in the repair and replacement of vehicle glass, active in 35 countries across five continents and employing 25,000 people.

Challenge

With a globally-recognised brand and millions of customers, from individual drivers to large organisations, it is vital that the huge amount of corporate and personal data held by Carglass – and transmitted to and from it – is kept safe and secure.

The trust of those customers – and the company's hard-earned reputation – depend upon Carglass meeting this important objective, which was the challenge Carglass faced in 2009.

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Christophe Hazemann,
Head of IT Production, Carglass



Secure

Protecting Carglass and its customers from data attacks



Cost

Protecting data prevents theft and safeguards Carglass's reputation



Mobile

Plans to extend the solution to cover mobile devices



Control

Advance notification of potential threats

Protecting the company's IT assets and systems from the ever-growing threat of malware and other cyber threats, requires all employees to be vigilant and adopt safe working practices at all times. It also requires world-class technology and support from dedicated IT security partners. A routine review of IT security led to the appointment of Kaspersky Lab Gold Partner Netstaff.

One of France's most respected IT consultancies, Netstaff was asked to devise a comprehensive security system to protect a large, complex and dispersed national organisation, allowing it to operate successfully and grow with confidence.

The Kaspersky Lab Solution

Applying Kaspersky Lab's world class technology throughout Carglass's operations provides a comprehensive and integrated endpoint security solution covering 1,500 workstations, co-ordinated by a central console that provides IT managers with the visibility and control of all elements of the solution.

The Kaspersky Lab platform is the most advanced multi-layered endpoint protection technology on the market – guarding against more known, unknown and advanced threats than anyone else. It maintains its leadership position by applying world class global threat intelligence to ensure that protection evolves ahead of current and upcoming risks.

At its heart is Kaspersky Lab's advanced anti-malware software, which constantly assesses threats and delivers automatic updates for a rapid response to threats.

First line of defence in the fight against malware

Six years on and Kaspersky Lab remains the cornerstone of Carglass's IT security arrangements, as Head of IT Production, Christophe Hazemann explains: "It's vital that we protect the image and reputation of the company and the integrity of our customers' data.

3,000

Employees

2,000

Workstations protected

About CARGLASS®

Founded in 1986, CARGLASS® specializes in the repair and replacement of vehicle glass.

CARGLASS® has nearly 3,000 employees, more than 350 centres and 720 vehicles, workshop in France. For over 20 years, individuals, insurance companies and mutual and car fleets and rental companies trust CARGLASS®.

CARGLASS® covers 100%* of the French territory and manages more than 1 million customers annually. CARGLASS® knows a turnover of €379 million in 2014.

CARGLASS® has signed the diversity charter since 2007, and is included in 2010 to 5th place of the charts "Best Workplaces" of more than 500 company employees. CARGLASS® Belron® is a subsidiary of the group, present in 35 countries.

Website www.carglass.fr.

* Excluding Corsica and not connected by a bridge islands.

"Although we have not yet been a target of attacks, viruses and malware are a daily concern for all businesses, so we try very hard to prevent problems before they happen, rather than fixing them after they have happened.

"The combination of Kaspersky Lab and Netstaff has worked very well for us over these six years and we have developed a strong relationship – it's a partnership that we appreciate and value.

"The Kaspersky Lab anti-virus software is our first line of defence and does an excellent job. We speak regularly with the Kaspersky Lab team in France and with Netstaff of course and everyone we deal with is friendly and efficient.

"For example, if there is a new threat emerging we will get a proactive phone call warning us to take care and giving us advice about dealing with it. It makes me feel that we are not just another client – that they are really looking after our interests. This helps me to sleep well at night!

"And when additional help is required we can also call upon the Kaspersky Lab Business Support team, for example recently we had an issue with a patch that required specialist assistance, which we received very quickly and efficiently."

Supporting impressive growth

The solution has supported impressive growth by Carglass in recent years, with around 2,000 workstations now protected by Kaspersky Lab technology.

As a result Mr. Hazemann, who before joining Carglass four years ago spent more than a decade in IT security in the global financial services sector, is now considering extending protection to the company's servers and, in particular, mobile devices.

"This is a major part of day-to-day communications these days and there are huge numbers of devices in daily use by our mobile workforce visiting customers out on the road. So it's important that we are proactive about security here too.

"Our main challenge now is to educate employees about IT security and how to work safely and securely on mobile devices, and we'll be looking for support from our colleagues at Kaspersky Lab and Netstaff to help us to communicate successfully with our people on this important issue."



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THE FUTURE**

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