

Case Study - LA Fitness

Customer Profile

LA Fitness, a health and fitness franchise, has 3,500 employees working at 67 health clubs serving 200,000 members. The company experienced rapid growth in the last five years to become one of the UK's leading providers of health and fitness.

Despite its rapid growth, the IT function had been kept lean, and there was a strong focus on total cost of ownership (TCO). LA Fitness had been using an existing anti-virus solution but the cost of installing and maintaining the product was growing disproportionately with the size of the organization. It became apparent that the existing solution was consuming resources well in excess of its purchase price. Furthermore, the existing solution had limited reporting capabilities that were cumbersome to use from the main IT office. In addition to safeguarding its network, LA Fitness also had to find a solution that was compatible with its Citrix environment without causing any latency issues.

The Challenge

Having a fast running and secure network was vital for the company's several hundred employees who need to communicate between clubs, process memberships, share information and stay in touch with developments at head office. Equally important, the solution had to be cost effective and scalable as the company continues to experience rapid growth.

LA Fitness performed a rigorous evaluation which included appliance and non-appliance-based solutions. The IT department came to the conclusion that an Internet-based managed service for Web threats significantly lowered the TCO while simultaneously being more reliable and easier to manage than on-premise solutions.

ScanSafe Solution

LA Fitness decided to redirect all its locations' Internet traffic through ScanSafe's Web Malware Scanning. One of the key reasons for this was that ScanSafe's managed service was completely compatible with its Citrix environment.

"Because ScanSafe sits outside the network, it doesn't bottleneck bandwidth like internal appliances and it can be centrally managed from here in London," said Sejal Shah, ICT strategist, LA Fitness. "Any viruses and threats are stopped before they even enter our network, minimizing risk and disruption to user sessions. This has enabled us to provide our employees with a greater quality of service than before, without forcing us to have IT support on each site."

Mr. Shah is expecting to save about 40 percent in TCO with ScanSafe's Web Virus Scanning compared to an appliance product.

Another reason LA Fitness selected ScanSafe Web Virus Filtering is because in addition to leading third party anti-virus engines, the service uses Outbreak Intelligence, ScanSafe's proprietary heuristics technology. Leveraging ScanSafe's position at the Internet level where it processes more than five billion Web requests each month, Outbreak Intelligence identifies and blocks malware that cannot be stopped by traditional signature-based anti-virus technology.

An additional benefit of the service is ScanSafe's advanced reporting capabilities. ScanCenter, a dedicated Web-based administration and reporting tool, allows LA Fitness to review the statistics of all blocked Web malware and to provide automated reports on overall traffic, bandwidth, blocked URLs and other important data. It also offers customizable reports that can be generated daily, weekly or monthly to provide information on specific areas of interest, such as top 10 sites or users by malware activity.

"There's been a surge in demand for managed services from multi-site organizations such as LA Fitness," commented Roy Tuvey, president, ScanSafe. "Providing uniform, manageable security without incurring huge staffing costs can be a tough challenge when organizations are geographically dispersed. By choosing ScanSafe, LA Fitness has been able to provide its employees with a consistent and reliable service and free its IT team from the expensive task of supporting remote appliances."

About ScanSafe

ScanSafe is the largest global provider of Web Security-as-a-Service, ensuring a safe and productive Internet environment for businesses. ScanSafe solutions keep viruses and spyware off corporate networks and allow businesses to control and secure the use of the Web and instant messaging. As a fully managed service, ScanSafe's solutions require no hardware, upfront capital costs or maintenance and provide unparalleled real-time threat protection. Powered by its proactive, multilayered Outbreak Intelligence TM threat detection technology, ScanSafe scans more than 7 billion Web requests and blocks 12 million threats each month for customers in over 30 countries.

With offices in London and San Mateo, California, ScanSafe is privately owned and financed by Benchmark Capital and Scale Venture Partners. The company received a 2007 CODiE award for Best Software as a Service Solution, the Info Security Global Product Excellence Award for Best Managed Security Service and was named one of Red Herring's Top 100 Technology companies. For more information, visit www.scansafe.com.

LA Fitness



LA Fitness is one of the leading health and fitness chains in the UK. At the end of July 2005, LA Fitness had 3,500 employees working at 67 health clubs serving 200,000 members and over 10,000,000 visits from its members. It is LA Fitness' goal to provide a fun, professional service to members, with great quality facilities at affordable prices in convenient locations.

Industry

Health & Fitness

Employees

1,200

Solution

Web Malware Scanning

Results

- Complete, multi-layered protection from Web-based malware
- 40% reduction in TCO
- 'Zero' latency
- Rapid deployment
- 100% scalability
- Easy-to-use, centralized Web-based administration and reporting

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