



Faronics Anti-Executable and
Pittsford Community Library
Case Study
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About Pittsford Community Library

With a population of approximately 27,000, Pittsford is a town in Monroe County, New York, and is an affluent suburb of Rochester. The Pittsford Community Library overlooks the Erie Canal and holds one server, and 76 PCs. The computers provide gateways to the Internet, online databases and electronic resources.

The Problem They Faced

Joy Brown is a Network Administrator for Pittsford Community Library and oversees all 37 public access PCs within the library. Because of the absence of an existing anti-malware solution, Pittsford Community Library often experienced disruptive challenges caused by malware, such as spyware. They also encountered problems from library patrons running unauthorized programs. When a PC became infected, it would often take 1-2 days before it was put back in service again.

The Solutions They Tried

Typically, when a PC was infected with malware, it was a time-consuming process of removing it. This also included a lengthy scan and a manual process that consumed hours of technician time. Often, the PC would be in such rough shape and so damaged that it needed to be re-imaged to be restored back to an operational status.

The Solution That Worked

Joy began searching for solutions and was quickly educated on Anti-Executable through online technical forums that catered to technologies in public libraries. After thoroughly reviewing products online and receiving recommendations via other IT colleagues, Pittsford Library chose Anti-Executable and began immediate implementation. The results were instantaneous. Faronics Anti-Executable has allowed the library to enforce total compliance. Library customers can now benefit from fully operational computers every time, while the library's IT staff are guaranteed the PCs remain free of unwanted software and are compliant with acceptable use policies.

“Anti-Executable has saved our IT staff a considerable amount of time,” said Joy. “Since the implementation, we have not once had to clean up an infected PC. And since these are located in a public library, it is important that the PC's are compliant with acceptable use policies and we don't have to worry about that any more.”

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The implementation of Anti-Executable has now completely eliminated the issue of malware on all of these public access computers. Consequently, technicians time can now be focused on other areas instead of malware related maintenance. The solution has been so effective that Joy is now considering implementing it on some of the staff PCs to ward off the similiar malware issues. They also have the added security of knowing that only authorized software can be run on the PCs and that all the software on the PC is fully-licensed.

“Using a combination of Deep Freeze and Anti-Executable on these computers has not only been a time-saver for technicians, but has maximized the up-time of the workstations for our library patrons,” said Joy.

Pittsford Library prides itself on strong customer service and these two products have assisted in providing that to the people who depend on these public access PCs to be fully operational when they enter the library.

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Faronics delivers software that helps manage, simplify, and secure desktop computers. Our products ensure users enjoy a trouble-free computing experience, and have freed IT personnel from tedious helpdesk requests. Faronics' products benefit educational institutions, healthcare facilities, libraries, government organizations, and corporations in over fifty countries worldwide.

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Key Benefits

Stop Malicious Software From Installing

- Protects users from software threats—such as keyloggers, spyware, & malware
- IT personnel experience a reduction in helpdesk requests

Block Distractive Software From Running

- Blocks distractions such as games, instant messaging clients, and P2P applications from executing
- Ensures that computers are used for their intended purpose

Keep Workstations Compliant

- Guarantees that computers are compliant with acceptable use policies, regulatory requirements, and software deployment schedules



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