

# Panda Security Rolls Out New Antivirus Solution, Ensures 100% Availability with Web Portal Solution from Oracle and Deloitte



## Challenge

Founded in 1990, Panda Security is the world's leading provider of cloud-based security solutions with products available in more than 23 languages and millions of users located in 200 countries around the world. Among its latest offerings is Panda Cloud Antivirus ([www.cloudantivirus.com](http://www.cloudantivirus.com)), a free, hosted solution that customers can download and manage remotely. Since it was introduced in 2009, some 15 million home users have downloaded the anti-malware service.

In the fall of 2009, Panda Security was preparing to introduce the free version of Cloud Antivirus to the worldwide market—and a massive influx of customers, many new to Panda, was expected to take advantage of the offer. As a result, Panda needed a new, second-generation Web portal that could withstand the traffic; download the application flawlessly, possibly millions of times; and provide an architectural platform that could manage content long beyond the launch. Furthermore, the company needed to replicate and install the solution at two geographically distinct sites, on a tight timetable, with no disruption in service.

## Solution

For assistance, Panda Security turned to the technology consulting team from Deloitte Spain, part of international accounting firm Deloitte Touche Tohmatsu. Deloitte recommended a highly scalable solution featuring Oracle WebCenter Portal in combination with Oracle WebCenter Services and Oracle Universal Content Management. This advanced portal framework and application server solution met all the technological requirements Panda Security was looking for: a unified portal platform equipped with Enterprise 2.0 services, a content management repository, and a built-in solution capable of handling both the implementation and ongoing documentation.

"The solution from Oracle provides customers with an Enterprise 2.0 portal where they can download the Panda Cloud Antivirus, access information regarding viruses, and share information using discussion forums," says Borja Letamendía, Director of Services for Panda Security. "Additionally, the robust architecture guarantees maximum service availability and disaster recovery solutions for business continuity."

## Results

The Oracle implementation achieved Panda Security's over-arching goal: giving users 100 percent, uninterrupted access to the Cloud Antivirus Portal. "Total accessibility and convenience for our customers is our number one priority," Letamendía says. "This was about giving them access whenever, wherever they want." In just a few months, users all over the world downloaded more than 15 million copies of the new product, encountering virtually no issues or bottlenecks



HEADQUARTERS: **U.S. and Spain**

FOUNDED: **1990**

INDUSTRY: **High Technology**

EMPLOYEES: **1,500 worldwide**

### PRODUCTS AND SERVICES

- Oracle WebCenter Portal
- Oracle WebCenter Services
- Oracle Universal Content Management
- Oracle Jive Forums
- Oracle Database 11g

### BENEFIT HIGHLIGHTS:

- Gave customers 100%, anytime, anywhere access to leading products
- Added value for customers by enabling the company to give them free, real-time cloud protection for the first time
- Delivered more than 15 million successful downloads from 200 countries in less than a year
- Implemented the new portal in two locations with no downtime or disruptions to core business
- Created a public showcase for a fully secure Web site
- Achieved critical performance levels set by the company

**"The technical solutions provided by Oracle have helped us in such a comprehensive fashion that we completely succeeded in our goal of 100% availability."**

BORJA LETAMENDÍA  
DIRECTOR OF SERVICES  
PANDA SECURITY SPAIN

along the way. “The main objective for us has always been end-user satisfaction,” Letamendía says. “If our users are benefiting and satisfied, we have achieved our goal.”

Key benefits include:

- Rolled out a new Enterprise 2.0 portal that gives customers 24/7 access to its cloud antivirus solution and services
- Attracted millions of new users to the brand, growing its user base by 150 percent
- Achieved an implementation – in two separate locations – that was essentially “invisible” to customers and caused no back office disruption
- Met stringent implementation timeframe requirements; up and running in ample time to meet the surge in customers taking advantage of first free antivirus offering
- Delivered more than 15 million glitch-free product downloads to users in 200 countries in less than one year
- Created a customer-facing showcase for a Web site free of spam, malware, and spyware
- Created a fresh online image that is helping Panda Security appeal to its target audience of experts, early adopters and heavy internet users
- Integrated a revolutionary new information system into the portal that gives real-time status updates on malware worldwide
- Equipped the portal with a shopping cart that offers a paid version of the Cloud Antivirus service

**“We needed a company with very high skills and experience and references, not only in the development of this type of solution, but also in the architecture layer. Deloitte was one of the few companies that could provide both.”**

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