Netdata® CYBERSECURITY

Success Story

How to Comprehensively Secure Over 4,000 Devices for a Police Force

- 100% data visibility and real-time.
- Unified management for 4,000+ endpoints.
- Elimination of visibility gaps across on-premise. and remote environments.
- Consolidated security architecture using a single.

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Challenge

A prominent police force in Canada, responsible for the safety of 1.6 million citizens and the security of a major international airport, faced critical challenges with their cybersecurity infrastructure. The IT and security team had to manage a complex and fragmented environment. They were relying on on-premise firewalls from one vendor and another for their remote access and VPN needs. This multi-vendor approach created friction, especially when managing policies across 4,000 endpoints, which included over 3,000 iPhones deployed in patrol vehicles, alongside Windows, Mac, and server environments. For first responders, 911 system failure or downtime is not an option. The lack of uniformity between mobile devices and desktop computers made management tedious and hindered seamless crime prevention efforts.

Process

The project began with a comprehensive assessment of the existing endpoint landscape and the distinct operational requirements of the mobile police force. The Netdata team worked closely with the client starting in late 2025 to map out a migration strategy from their existing Other deployment. A critical requirement was ensuring that the 3,000 mobile patrol devices functioned with the exact same security posture and transparency as office-based computers. The implementation prioritized creating an identical user experience and establishing a unified agent architecture, ensuring that both "always on" and on-demand connections were meticulously configured for the unique behavior of mobile operating systems.

Solution

A unified, cloud-delivered security architecture was implemented to replace the fragmented system. By migrating the VPN and remote access infrastructure to Prisma Access, the agency consolidated its cybersecurity into a single, cohesive platform. The solution was managed through Strata Cloud Manager (SCM), allowing the police force to control both their cloud and on-premise security environments from a single pane of glass. The GlobalProtect agent was standardized across all 4,000 devices, guaranteeing the same policies and protections whether an officer was at a desk or out on patrol.

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Tangible results

Unified Management and Visibility:

The security team now creates objects, enforces policies, and monitors logs and graphs for all device types through a single console (SCM), completely eliminating previous visibility gaps.

Maximum System Availability:

The integrated security stack guarantees uninterrupted access for first responders, ensuring critical emergency operations and 911 systems remain protected and highly available against evolving threats.

Consistent Security Posture:

Transitioning from disparate tools to a single unified agent ensured identical behavior and protection across all 3,000 mobile devices and 1,000 office endpoints, significantly reducing administrative overhead.

Client Testimonial

"One of the most important things of running information technology for first responders is availability. We selected this unified platform very strategically for the completeness of vision."

— Senior Director, Technology and Innovation.

Conclusion

Cybersecurity for law enforcement cannot rely on disjointed, generic tools when lives and critical infrastructure are at stake. This case confirms that replacing a fragmented, multi-vendor approach with a unified platform dramatically improves both operational efficiency and threat visibility. Netdata understands the unique demands of critical emergency services and government infrastructure. By meticulously aligning the deployment of advanced unified security architectures with the specific operational realities of first responders, Netdata accelerates the transition to a modern, zero-trust framework. This comprehensive approach not only safeguards sensitive citizen data and critical airport operations but also empowers law enforcement agencies to securely embrace new technologies, ensuring their teams remain connected, protected, and focused on public safety.

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