

## An AVG Anti-Virus Solution for AARP Tax-Aide

As the charity affiliated with the American Association of Retired Persons (AARP), the AARP Foundation oversees a



variety of programs for older people and those in need. Chief among these programs is AARP Tax-Aide, a nation-

wide network of trained volunteers who provide free tax return completion and filing assistance.

"As a charitable organization with limited funding, we rely on good word of mouth for most of our publicity," says David Inman, a member of the Tax-Aide National Technology Committee. "And with computers playing such a huge role in the services we provide, we can't afford to have the process — and in turn, the experience of our volunteers and clients — disrupted by a virus."

### The Challenge to AARP Tax-Aide

AARP Tax-Aide ([www.aarp.org/money/taxaide](http://www.aarp.org/money/taxaide)) was established in 1968 with four volunteers who served 100 people that first tax season. During the 2003 tax season, AARP Tax-Aide had nearly 32,000 volunteers who staffed 8,500 sites and assisted 1.85 million people throughout the United States.

AARP Tax-Aide works in cooperation with the IRS, which provides training and yearly certification to the program and its volunteers. During the busiest time — February 1 through April 15 — Tax-Aide volunteers in every state help people maximize their legal deductions and credits, for tangible economic benefits.

"With a paid staff of only 10 people, Tax-Aide depends on the volunteers," says Inman. "They give of their time freely and willingly, working at the state level to manage the program and provide tax services to those who need them." He himself is a volunteer and the Technology Specialist for the state of Oregon.

For the Tax-Aide National Technology Committee, the need for virus protection became clear as both the program and electronic tax filing grew in popularity and demand. "It was obvious that as an organization, we needed to protect our computers from crashes and the danger of losing data," says Inman.

"Despite regular system backups, a timed virus can strike at any time, wiping out a hard drive and spreading to other computers," he continues. "Particularly for our larger sites where we do a lot of electronic filing, the cost in time and productivity if we had to recover all of the data would be devastating."

## Finding the Solution

About three years ago, Grisoft began providing AVG Anti-Virus software to protect the computers that AARP Tax-Aide uses to deliver its services. Building on that commitment to the organization, today Grisoft has provided AVG Anti-Virus version 7.0 to Tax-Aide volunteers throughout the U.S.

Inman had previously used Norton and McAfee anti-virus products on his computer for personal use and decided to give AVG a try. The results, he says, were gratifying — and now he has upgraded to the latest version of AVG Anti-Virus with impressive results.

"I get a lot of infected e-mail, but this software has caught it all. No viruses have gotten through since I've been using AVG Anti-Virus. I really like it."

Inman has had no technical problems or difficulties using it. "AVG Anti-Virus has been so painless to use, it's truly remarkable. The downloads work every time, without system crashes or interference with other programs."

## Benefits of AVG Anti-Virus

Inman is quick to point out several other advantages of AVG Anti-Virus, including:

- E-mail notifications that alert you to software updates — "The e-mails show me that Grisoft is staying on top of the virus threats and taking action as soon as new ones are detected."
- Fast updates with small files — so there are no delays, system crashes, or interruption to other work when you update the virus definitions
- No interference with other applications — allowing users to install and use other software without disabling AVG
- The Virus Vault — a capability that automatically isolates suspicious files for evaluation and action (delete/heal/restore)

"AVG Anti-Virus is so simple to use, I forget that it's there doing its job 24 hours a day," says Inman. "But when I check the Virus Vault, I can actually see the infected files that AVG has captured — for me, usually seven or eight each week."

With Grisoft and AVG Anti-Virus at work for AARP Tax-Aide, Inman is confident that the organization's computers are protected from viruses for the long term. And that, in turn, will help the program volunteers continue to serve a large and growing segment of the U.S. population.

## Find Out More!

To learn more about AVG Anti-Virus software and what it can do for your organization, visit [www.grisoft.com](http://www.grisoft.com) or contact your local Authorized Grisoft Reseller.

