

# Manufacturer Adds a Network Security Overwatch Service

**Trend Micro™ Threat Management Services give Silgan Containers visibility and automatic remediation of vulnerabilities.**

*“With Threat Management Services, infections are being caught and cleaned up without taking hours of my time. We are saving our network resources as well as cutting in half the time I spend on security.”*

— Michael Draeger, Senior Field Support, IT, Silgan Containers, LLC.

## EXECUTIVE SUMMARY

**Customer Name:** Silgan Containers, LLC.

**Industry:** Manufacturing

**Location:** Woodland Hills, California

**Number of Employees:** 2500

## CHALLENGE:

- Lacking oversight and visibility into hidden infections within the network
- Time-consuming management of infections that require manual clean up efforts

## SOLUTION:

- Trend Micro Threat Management Services uncover and mitigate previously undetected threats

## BUSINESS RESULTS:

- Two to three hours saved with each infection that is auto-cleaned; 50% reduction in overall time spent on security remediation
- Obtained visibility into network posture enabling executive-level presentation and review
- Employee behaviors corrected; inappropriate downloads discourage

## Challenge

With more than 38 manufacturing plants, Silgan Containers is the largest manufacturer of metal food containers in its markets. Its customers include the biggest names in the food industry, and the company's continued success depends on its uninterrupted supply lines. For many years, Silgan Containers has relied on Trend Micro™ Enterprise Security solutions. A combination of Trend Micro products, powered by Trend Micro™ Smart Protection Network™ infrastructure, give them layered protection from malware and other threats to the business.

Even with a robust, multilayered security solution protecting the company's infrastructure, IT had to devote resources to monitoring security status and ensuring that employees were not breaking security policies. Infections still occasionally made it onto the network, as laptops with out-of-date security software connected or as employees figured out ways to bypass web restrictions and access malicious web sites. Clean-up efforts consumed valuable IT time, taking two to three hours on average to mitigate an infected PC.

## Solution

Silgan Containers tested Trend Micro™ Threat Management Services as a network security overwatch layer for their enterprise. “We deployed the Trend Micro™ Threat Discovery Appliance to gain insights into the state of our security,” explained Michael Draeger, in charge of network and computer security for all Silgan Containers sites. “Before we had this solution, we had no way to really see where our vulnerabilities were. Trend Micro Threat Management Services provide us with really good information and allow us to address vulnerabilities and block risky activity. If there is an unknown malware infection, the reports flag it. With the remediation service, I know that any uncovered infections are automatically cleaned up.”

## Enhanced Visibility

IT recently participated as a customer test site for Trend Micro Threat Management Services. The test evaluated threat discovery and remediation technologies leveraging a combination of software and the expertise of Threat Management Advisors. These features are provided as part of the Trend Micro™ Threat Lifecycle Management Services package.

"I really like the visibility and increased security I get from Threat Management Services," said Draeger. "Already, in the first couple weeks, we have discovered a few infected clients that were previously invisible to us. Threat Discovery also uncovered a service that an employee had downloaded and was running to bypass our web filtering. As an extra layer on top of our existing security solutions, Threat Management Services tells me exactly what's happening on the network."

### Management Reporting

As part of the Threat Management Services, Silgan Containers receives a detailed daily threat discovery report and analysis covering vulnerabilities, issues, and suggested steps for prevention and remediation. "I share the Trend Micro Threat Management Services reports with management teams, and they have been very interested in the information," said Draeger. "It's given us great visibility and we can quickly catch any infections that have previously bypassed detection and learn what security adjustments need to be made to prevent similar infections in the future."

### Automatic Remediation

Trend Micro Threat Management Services also include a service that extends the network security overwatch service to include automatic remediation. This service includes software that carries out automated, pattern-free clean up, and if it is unable to clean the infection, it automatically sends all of the necessary forensic file data from the infected machines to the Trend Micro Threat Management Advisors. This team of seasoned security experts then initiates an early warning communication in conjunction with diagnosis and remediation advisory services.

"The automatic threat remediation process works really well," said Draeger. "In several instances, the software did an automatic clean up. If the software couldn't repair an infection, it was flagged and sent off to the Trend Micro Threat Management Advisors. In our first situation, Trend Micro replied within a day and the fix was automatically downloaded and carried out. The report showed me the results, but I didn't have to do anything. In some cases, Trend Micro determined that the threats were non-malicious. Either way, I didn't have to spend time troubleshooting."

### Results

The increased visibility provided by Threat Management Services reports has made it possible for IT to strengthen overall security, and automatic remediation has made it possible to achieve this result while saving time for IT. "With Threat Management Services, infections are being caught and cleaned up without taking hours of my time," said Draeger. "In one case, a mass-mailing email bug was sending out tons of emails and eating up our network bandwidth. We are saving our network resources as well as cutting in half the time I spend on security."

Saving IT time is critical for the Silgan Containers team. "As big as our company is, and as small as our IT group is, we don't have the resources to manually look for undetected infections," explained Draeger. "With the overwatch provided by Threat Management Services, we now have a stronger level of confidence that we have ultimate protection of corporate assets."

The results of the Threat Management Services evaluation have prompted IT to include the services in its proposed budget for next year. Draeger summarized, "By adding Threat Management Services as a critical network security overwatch layer, I gain the visibility and control over my security posture that I've never had before."

### DEPLOYMENT ENVIRONMENT

36 manufacturing sites; 4 corporate sites;  
3 sales offices

2,500 PCs (including embedded)

200 servers

### COMPANY PROFILE

Silgan Containers, a subsidiary of Silgan Holdings, is the largest manufacturer of metal food containers in North America, with a unit volume market share in the United States in 2005 of approximately half of the market and net sales of \$1.886 billion. The company's leadership is driven by high levels of quality, service, and technological support, low-cost producer position, strong long-term customer relationships, and proximity to customers through its widespread geographic presence. Silgan Containers manufactures and sells steel and aluminum containers that are used primarily by processors and packagers for food products, such as soup, vegetables, fruit, meat, tomato based products, coffee, seafood, adult nutritional drinks, pet food, and other miscellaneous food products. Its customers include Campbell's, Del Monte, General Mills, Hormel Foods, Nestle, and many other household brand names.

[www.silgan.com](http://www.silgan.com)

### Trend Micro Enterprise Security

- **Threat Management Services**  
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/threat-management/>
- **Trend Micro OfficeScan™ Client-Server Suite, Version 10**  
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro InterScan™ Messaging Hosted Security**  
<http://www.trendmicro.com/emailservices>
- **Trend Micro™ Enterprise Security**  
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Smart Protection Network**  
<http://www.smartprotectionnetwork.com>



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