

# Community College Switches to Multilayered Trend Micro™ Enterprise Security to Protect Campuses

Green River Community College has offered professional and technical two-year programs since 1964. During that time the college's IT staff has continuously evolved its secure network that supports staff and students at its four sites, and routinely evaluates the latest technologies, solutions, and advancements.

## INFRASTRUCTURE REQUIREMENTS FOR HIGHER EDUCATION

*“Our support engineers like Trend Micro better than our previous vendor's solutions. They are seeing fewer security-related trouble tickets and this is saving them time and keeping the users happier.”*

— **Joe Huang,**  
Vice President of  
Information Technology  
Green River  
Community College

Green River Community College (GRCC) approaches information technology as a vital component of its long-term plans. IT pursues many opportunities to enhance the online learning environments, balancing the needs of students and staff within the limitations of the budget. Last year, when its security software contract was approaching the end of its term, the college put out a Request for Proposal for enterprise security vendors.

“We set high expectations for security,” explained Joe Huang, the vice president of IT for GRCC. “It was important to avoid disruptions for our users, while also meeting our other project goals. Selection criteria always start with affordability for us—we are a public institution of higher education and must choose solutions that offer superior value. We chose a Trend



Micro™ Enterprise Security solution because it met that requirement, and I had the added plus of having had a positive experience with Trend Micro in my previous organization. At GRCC, our policies stress fairness and openness, and the selection process ultimately made it possible to choose the best possible solution for the college.”

GRCC has deployed a multilayered Trend Micro Enterprise Security solution that provides content security across the network to stop threats wherever they attack. Trend Micro NeatSuite™ Advanced gives them gateway-to-endpoint security coverage for their enterprise, including these products that they have deployed:

## KEY BENEFITS

- **Multilayered protection.** Integrated, scalable solutions effectively block mixed-protocol threats at numerous points on the network; in-the-cloud protection stops threats before they hit the college's network.
- **Lower total cost of ownership.** Well-engineered, centrally managed solutions simplify deployment and day-to-day administration for the IT staff.
- **Enterprise-class security.** The suite of products protects staff, students, systems, and the network, and the backing of the Trend Micro account team helps IT efficiently address security issues.

- Endpoint (Trend Micro OfficeScan™ Client-Server Suite)
- Mail servers (Trend Micro ScanMail™ Suite for Microsoft™ Exchange)
- Gateways (Trend Micro InterScan™ Messaging Security Suite)

## AN EASY TRANSITION

The campus wide switch from one vendor's security solutions to Trend Micro Enterprise Security was carried out without disrupting the user base. "NeatSuite Advanced has proven to be a good fit in our environment," said Huang. "Since it has been fairly invisible to them, our users don't mind the change. For us in IT, switching to Trend Micro has been an easy transition. Our environment includes some challenges—our Microsoft Exchange servers are clustered, and the sheer size of our network sets us apart from other installations. Trend Micro worked with us to meet all of our requirements and NeatSuite Advanced is working very well."

## EXTRA LAYERS OF PROTECTION

Besides endpoint solutions for PCs, file servers, and mail servers, GRCC is taking advantage of the email gateway security solution included in NeatSuite Advanced. InterScan Messaging Security Suite blocks a broad range of email-borne threats. "With thousands of students on our network, we have to do all we can to build in protection from the latest threats and from hackers," said Huang. "InterScan Messaging Security Suite is a great way to add another layer right at the gateway."

Trend Micro Enterprise Security also gives GRCC another layer of protection in the cloud. On-premise software accesses Trend Micro™ Smart Protection Network™ for real-time threat intelligence. The correlated web, file, and email reputation information allows Trend Micro Enterprise Security solutions to block threats before they hit the GRCC network or systems, thereby minimizing impact on employees and conserving system and network bandwidth.

## FEWER SECURITY-RELATED HELP DESK CALLS

The Help Desk has also given Trend Micro excellent marks. When he asked the client service team about the new Trend Micro security solution, Huang said, "Our support engineers like Trend Micro better than our previous vendor's solutions. They are seeing fewer security-related trouble tickets and this is saving them time and keeping the users happier."

The reduction in security-related trouble tickets contributes to lower overall cost of ownership for the college's new Trend Micro Enterprise Security solution. Integrated, intuitive management also saves time for IT and minimizes the time required to maintain and manage security.

## CORPORATE PROFILE

### Green River Community College Auburn, Washington

Named after the river that winds through most of its service area, Green River Community College is a two-year public college in Washington state that offers degrees and certificates in academic and professional and technical programs, as well as courses in continuing education and developmental education. Located on 186 acres, Green River has been committed to maintaining the ecological integrity of the campus's forested growth.

- **Industry/Vertical** Education
- **Employees** 500 (and 4500 students)
- **Infrastructure** 2600 seats managed by IT; 4 campus sites
- [www.greenriver.edu](http://www.greenriver.edu)

### TREND MICRO PRODUCTS

- **Trend Micro Enterprise Security**  
<http://www.trendmicro/go/enterprise>
- **Trend Micro Smart Protection Network**  
<http://www.smartprotectionnetwork.com>
- **Trend Micro NeatSuite Advanced**  
<http://us.trendmicro.com/us/products/enterprise/neatsuite//index.html>
- **Trend Micro OfficeScan Client-Server Suite**  
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro ScanMail for Exchange**  
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-microsoft-exchange/index.html>
- **Trend Micro InterScan Messaging Security Suite**  
<http://us.trendmicro.com/us/products/enterprise/inter-scan-messaging-security-suite/index.html>



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