

Software Company Adds Web Protection at the Gateway

Easy-to-deploy Trend Micro™ InterScan™ Web Security Virtual Appliance boosts productivity and lowers TCO for security.

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Challenge

EXECUTIVE SUMMARY

Customer Name: Gladstone plc
Industry: Software
Location: Wallingford, UK
Web Site: www.gladstonemrm.com
Number of Employees: 100

CHALLENGE:

- Allow employees to surf the web without introducing vulnerabilities to the business
- Keep control of web security in IT; don’t depend on users making smart choices
- Integrate new security solution into existing network design
- Keep it simple, for users and for IT

SOLUTION:

- Trend Micro InterScan Web Security Virtual Appliance, for blocking threats at the gateway before they impact the business

BUSINESS RESULTS:

- Lower TCO, with simple set-up wizard and easy administration saving time for IT, as well as effective protection avoiding time-consuming clean-up efforts
 - Improved productivity, with reduced incidences of inappropriate web browsing
 - Increased confidence in overall level of protection for the business, with Smart Protection Network and easy access to reports
 - Ability to monitor compliance with company web access policies
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The IT professionals at Gladstone understand the importance of security, and have therefore introduced a multi-tiered deployment of security solutions to protect PCs, servers, and email communications. However, employees were allowed to freely browse the Internet from their desktop systems, and as result, threats were starting to get through to the internal network. The company’s financial, human resources, and other applications were at risk from attacks, and security issues were taking IT away from other tasks.

“We were spending too much time fixing systems—removing spyware, phishing, and viruses coming in from the web,” said Paul Doherty, IT systems manager at Gladstone. “Our challenge was to find a way to allow our employees to surf the net from behind a protected infrastructure. We wanted to safeguard our internal systems and avoid relying on employees to make smart decisions when they are on the Internet. Also, some of our employees are very IT savvy and have been known to disable endpoint security if they want to get around it. Our goal was to introduce web security that would take the job of protection out of their hands, without requiring a steep learning curve for IT.”

Solution

“We were looking for a gateway solution that would not interfere with the browsing experience, but that would block threats and give us URL filtering capabilities,” said Mr. Doherty. “We also wanted a solution that would be simple for IT. Staff come and go, and security solutions need to be easy to learn and easy to manage. Of course, our top priority was to find a solution that would give us confidence that our business was being protected.”

The IT manager at Gladstone had more than ten years of experience with Trend Micro™ Enterprise Security solutions. When he needed to add a gateway web security solution, Gladstone logically turned to the vendor that had met the company’s needs in the past. “Trend Micro has always given us effective protection for our systems, and they have also kept up with the changing market needs for medium businesses like us,” said Mr. Doherty. “We were particularly pleased to find Trend Micro InterScan Web Security Virtual Appliance. The gateway solution has an unobtrusive way of handling video and audio streaming sites, where other competitor’s products tend to struggle. The virtual appliance at the gateway gives us the level of protection we need without the cumbersome overhead of other systems.”

InterScan Web Security Virtual Appliance met all of Gladstone's technical requirements. "The gateway solution integrates seamlessly with our existing systems since InterScan Web Security supports LDAP authentication," said Mr. Doherty. "We preferred a dedicated appliance rather than a solution that integrates into a firewall, for example, and it is great that Trend Micro offers a virtual appliance configuration since we are midway through our VMware virtualization project. And since InterScan Web Security Virtual Appliance is available as part of a suite of security solutions, it gave us exceptional added value."

Results

InterScan Web Security Virtual Appliance and the other Trend Micro Enterprise Security offerings are powered by the Trend Micro Smart Protection Network™ infrastructure. Together they deliver maximum protection from emerging threats while minimizing the total cost of ownership (TCO) and complexity of security management.

Gladstone was able to deploy the newest version of InterScan Web Security Virtual Appliance, using an enhanced Deployment Wizard. "The majority of the InterScan Web Security solution is preconfigured, and the Deployment Wizard makes installation very easy," said Mr. Doherty. "Out of the box, it supported our existing Dell hardware, and I can easily deploy it on VMware in the future. The solution is very flexible, and we have transparently incorporated it into our existing network design."

The short learning curve for IT also extended to ongoing management of the solution. "You don't have to study the installation manual. With the Deployment Wizard, everything just works. It's very simple. InterScan Web Security Virtual Appliance was easy to introduce, and the reporting capabilities and tools make it a cost-effective solution to manage. You don't need to be a security expert to maintain the appliance."

"InterScan Web Security Virtual Appliance is keeping our non-technical users from making uninformed choices while browsing, and it has helped improve overall compliance with our employee policies. The results have been dramatic—InterScan Web Security Virtual Appliance has given us a significant increase in team productivity. We noticed a dramatic drop in inappropriate Internet activity and bandwidth usage. With our use of its URL filtering capabilities, people aren't browsing unnecessary websites at work so much, and we aren't dealing with virus and spyware removal all the time. The project to add in an extra layer of web security has been a great success, and has lowered our TCO for security."

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DEPLOYMENT ENVIRONMENT

4 sites

120 PCs, 30 servers

Trend Micro InterScan Web Security Virtual Appliance

Company Profile

Gladstone plc is a leading provider of innovative software solutions and services for leisure facilities in the UK and worldwide. The company owns and manages two main operations: Gladstone Health and Leisure, and Gladstone Education. The company's solutions are accepted as the industry standard for the public sector. Gladstone Health and Leisure enables its clients to utilise central database facilities for central and cross-site online bookings, customer relationship management and membership management, centralisation of administration, marketing and reporting.

Trend Micro Security

- **Trend Micro InterScan Web Security Virtual Appliance**

<http://us.trendmicro.com/us/products/enterprise/inter-scan-web-security-virtual-appliance/index.html>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**

<http://us.trendmicro.com/us/trendwatch/core-technologies/smart-protection-network/>



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