

Horizon Northwest Home Mortgage Secures Branch Remote Access Using Integrated Cisco® and Trend Micro™ Gateway Security Solution

Success Story

KEY BENEFITS

- **Convenience.** All-in-one appliance minimizes day-to-day management and integrated GUI simplifies administration.
- **Productivity.** Spam was reduced by 80%, saving all employees time and blocking unwanted content from the network.
- **Full protection.** Firewall and VPN security are complemented with URL and email filtering and protection from viruses, spam, spyware, and phishing.
- **Reporting.** Automated notification of updates and reports of blocked threats provide proof of policy effectiveness.

CISCO AND TREND MICRO PRODUCTS

- **Cisco ASA 5500 Series**
<http://www.cisco.com/go/asa/>
- **Cisco Content Security and Control Security Services Module**
<http://www.cisco.com/en/US/products/ps6823/index.html>
- **Cisco-Trend Micro Security Relationship**
<http://us.trendmicro.com/us/partners/strategic-partners/cisco/index.html>

Horizon Northwest Home Mortgage provides around-the-clock delivery of real estate and mortgage programs to its client base in Spokane Valley, Washington. The growing business takes advantage of Cisco® VPN technology to enable effective collaborations and achieve the highest levels of customer service. The company recently deployed an extra layer of gateway content security with a joint Cisco–Trend Micro solution.

INCREASING SECURITY TO COUNTER WEB THREATS AND IMPROVE PRODUCTIVITY

Horizon Northwest Home Mortgage, a subsidiary of Horizon Credit Union, is increasingly reliant on the Internet and its own network for both internal communications and customer service. Employees, partners, and customers communicate and collaborate using email, the company's Web site, and VPNs that give remote branches and mobile teams 24x7 access to vital corporate resources. As network traffic and applications have increased, the company has recognized the need for an evolving security solution.

"In the past, our parent company introduced firewalls, intrusion protection, email encryption, and Web filtering," explained Greg Robinson, vice president of Information Services for Horizon Credit Union. "We were using Cisco PIX firewalls at our branch offices, but we needed a much higher level of security on our overall network to address today's Internet-based threats. VPN traffic was increasing and we didn't want to open ourselves up to related security threats from remote users. We were also having more trouble with spam—one manager was getting 50 or 60 spam mails a day and the loss of productivity was a serious concern for us since everyone was spending time cleaning out their personal inboxes each day."

"The Cisco ASA 5500 Content Security Edition, using Trend Micro technology, was easy to deploy and it was transparent to our users ... all they noticed was an immediate drop in spam levels."

— Greg Robinson,
Vice President of
Information Services

Horizon Credit Union

ALL-IN-ONE SOLUTION

Horizon evaluated possible security solutions and selected the Cisco Adaptive Security Appliance (ASA) 5500 equipped with the Cisco Content Security and Control Security Services Module (CSC-SSM). The all-in-one appliance includes firewall and VPN security, and interoperates well with the Cisco VPN concentrators and PIX firewalls still deployed in some remote offices. Based on Trend Micro's industry-leading gateway content security technology, the Cisco CSC-SSM module introduces threat protection at the edge of the network to block unwanted content before it impacts the business.

"Staying with Cisco made sense for us—this solution allows us to purchase less equipment, and we have a high level of confidence in Cisco," said Robinson. When Horizon enlisted Right! Systems, Inc. (RSI) to deploy and manage the solution for them, the solution partner took the opportunity to evaluate the new Cisco-Trend Micro solution.

"When we looked at the integrated Trend Micro security technology in the Cisco CSC-SSM, we were surprised by the full featured in-depth filtering that includes antivirus, anti-spam, anti-phishing, anti-spyware, and URL and email filters," said Duane Crockett, the RSI systems engineer that supports Horizon. "With automatic updates from Trend Micro, we have great confidence that the Cisco ASA 5500 Content Security Edition can find and then stop an attack in the very early stages."

EASE OF DEPLOYMENT

The Cisco Adaptive Security Device Manager (ASDM) eased the installation of the Cisco ASA 5510 solution by simplifying the preliminary setup and configuration steps. "It's nice that Cisco ASDM gives us integrated access to the Cisco ASA 5500 Series and the content security configuration features of the Cisco and Trend Micro solution," said Robinson. "Having familiarity with the Cisco GUI already, we had a short learning curve. We did the set up of the appliance offline in one day, and in the evening we brought it online to the network. A few adjustments over the next day or two, and everything was complete. The Cisco ASA 5500 Content Security Edition, using Trend Micro technology, was easy to deploy and it was transparent to our users. Some people were concerned about it blocking their legitimate emails or browsing, but all they noticed was an immediate drop in spam levels."



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— Duane Crockett,
Systems Engineer

Right! Systems, Inc. (RSI)

information about senders of spam and botnets by assigning a reputation score to their IP addresses. Email from suspect IP addresses can then be blocked automatically “in the cloud,” before the messages reach the company’s network. This level of domain customization increases the control that organizations have over their email traffic and helps conserve bandwidth on internal networks.

SIMPLIFIED ADMINISTRATION

Cisco ASDM provides full monitoring and control of the Cisco ASA 5500 security features. The intuitive administration console simplifies ongoing management of the integrated Trend Micro software. For resellers and IT service providers like RSI, the all-in-one Cisco ASA 5500 appliance automates many tasks to minimize the day-to-day time required from network managers. “I can set up an admin account and receive automatic email notification about update status,” said Crockett. “When our system administrators see that the virus, phishing, and spam patterns have been updated, they can be confident that our clients are protected.”

ANTICIPATING FUTURE COMPLIANCE REQUIREMENTS

Regulations continue to evolve. While Horizon Northwest Home Mortgage is not yet an audited business, the company anticipates that it will soon have to comply with more comprehensive compliance requirements. The Cisco ASA 5500 Content Security solution, with integrated logging and reporting functions, gives the company the ability to better understand and adjust the behavior of its employees and partners. Trend Micro gateway content security technology also provides proof of the company’s diligence when it comes to protecting information assets and confidential customer data from hackers and other threats to security.

TWO LEADERS COLLABORATE TO ADVANCE SMB SECURITY

The experts at RSI have witnessed the major infrastructure changes in their small and midmarket client base. “VPNs and the Internet are helping our clients replace expensive Frame Relay connections, but this opens them up to potential security threats,” explained Crockett. “They want to be able to monitor and control employee behavior at remote sites. The Cisco and Trend Micro solution introduces the security they need in a form factor that is perfect for small and medium businesses, and it offers excellent compatibility with related legacy solutions like Cisco PIX firewalls that are installed in many SMB environments. Cisco and Trend Micro have made it easy to introduce a broad range of protection covering the Web, email, and file transfer processes. The Cisco ASA 5500 Content Security Edition is a great product—we are excited about what Trend Micro is doing with Cisco and looking forward to the follow-on releases from the two leaders.”

CONFIGURABLE SPAM BLOCKING

Before they deployed the Cisco ASA 5500 Content Security Edition, Horizon’s employees all battled spam. The new solution was configured with a moderate level of filtering, to allay employee concerns about over-filtering or missing any important emails. “The Cisco-Trend Micro solution has reduced spam messages by about 80% already,” said Robinson. “This has been a great result for us. Everyone spends less time dealing with spam, and we can keep it loose to make sure we don’t miss anything.”

Once the users are confident in the solution, Horizon can tighten the filtering on spam and achieve even higher blocking rates. The company also plans to take advantage of the Trend Micro email reputation technology included in the Cisco CSC-SSM. Email reputation provides real-time

CORPORATE PROFILE

Horizon Northwest Home Mortgage Spokane, Washington

Horizon Northwest Home Mortgage’s mission is to provide high-quality mortgage and real estate programs, tailored to fit customers’ unique situations, and offering some of the most competitive rates in the nation. The company’s real estate and mortgage service professionals are accessible to clients around the clock, and strive to obtain the best mortgage and real estate options.

Industry Vertical: Finance/mortgages

Infrastructure: 6-7 sites

www.horizonnwmortgage.com

Right! Systems, Inc. Olympia, Washington

Right! Systems Inc. (RSI) is a leading Information & Communications Technology (ICT) product reseller, integrator, and services provider. Our solutions and capabilities embrace all areas of an organization’s technology requirements including design, implementation, management, and support. Since 1993, Right! Systems Inc. has provided business-driven, multi-vendor IT solutions to clients worldwide.

Industry Vertical: IT Services

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