

# Easy Evaluation of Trend Micro™ InterScan™ Messaging Hosted Security Gives Manufacturer a Quick Fix for Spam

By focusing on customer requirements and improving internal processes, Flexible Products has been able to be consistently first to market with high-quality molded rubber products. When the business introduced a new email server, a flood of spam threatened employee productivity and required a new messaging security solution.

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— Tom Grant, IT Manager  
Flexible Products Co.

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## KEY BENEFITS

- **Easy evaluation.** No additional hardware or software required, and rapidly deployed in less than 48 hours.
- **Increased end-user productivity.** Reduced spam for employees and executives, with few (if any) false positives.
- **Optimized performance.** Enhancements and tuning continually managed by Trend Micro experts.
- **Always up-to-date protection.** The Trend Micro Smart Protection Network provides continuously updated and correlated threat protection in the cloud.

## THE CHALLENGES OF KEEPING UP WITH CHANGE

Like many small and medium businesses (SMBs), Flexible Products must continually optimize its operations while avoiding complexity that could otherwise overwhelm a lean IT staff. When their users began to feel restricted by the company's POP3 email platform, IT introduced a Microsoft™ Exchange email server that could facilitate improved collaborations between employees, suppliers, and other partners. However, with the new email server came a flood of spam—one or two thousand unwanted messages a day—and their existing solution was not catching enough of the unwanted content. IT recognized the need for a more comprehensive security solution.

## SOFTWARE AS A SERVICE

When they turned to their technology reseller for advice, they learned about hosted solutions, or purchasing software as a service (SaaS). Owned and maintained by the vendor, a SaaS solution would allow Flexible Products to introduce a new layer of security without changing or installing any additional hardware or software at their site. The reseller's top recommendation was Trend Micro™ InterScan™ Messaging

Hosted Security. Powered by the Trend Micro Smart Protection Network, this messaging security solution uses a unique industry-leading email reputation database to filter out spam before it reaches the customers' networks. In addition, heuristic content filtering technology and other Trend Micro in-the-cloud policies further reduce spam and other email-based threats to increase overall protection.



Without changing anything on their existing desktop systems, laptops, and servers, IT signed up for a 30-day trial period with Trend Micro InterScan Messaging Hosted Security. “Our results were phenomenal,” said Tom Grant, the IT manager at Flexible Products. “As soon as we had InterScan Messaging Hosted Security, spam dropped to acceptable levels. This was just with the default settings—we didn’t have to adjust anything. The new SLA Trend Micro is now offering is just another indication of both commitment to their customers and confidence in their service offerings.”

Trend Micro technology scans more than 1.2 billion emails a day across both desktop and SaaS environments, which results in increased visibility across a broader spectrum of email traffic than almost any other vendor. Trend Micro’s antispam engine has been rated #1 by third-party benchmarking, and can block up to 99% of all spam before it hits customer networks. Trend Micro’s technology also offers significantly lower false-positive rates than the next-best spam-blocking vendor.

### SIMPLE DAY-TO-DAY OPERATIONS

Now that the company is protected by Trend Micro InterScan Messaging Hosted Security, users are able to manage their own spam filtering. “I have adjusted my own white lists, and explained to our employees how to do this,” said Grant. “It’s a great tool for everyone, and easy enough that they can manage spam on their own. Now spam is something I no longer have to think about, which makes us very happy in IT. Whenever we look for a new technology solution, we want a solution that we don’t have to touch. So we are very happy with the Trend Micro hosted security solution. Management is happy, too, since it fits into our budget. Trend Micro has made our first experience with a hosted solution a major success.”

The Trend Micro Smart Protection Network will continue to save time for IT since Trend Micro takes care of ongoing maintenance including updates, hot fixes, and tuning. Threat protection is continuously updated to ensure immediate and automatic protection from the latest threats. As the Flexible Products network continues to grow, Trend Micro’s SaaS security solution minimizes the demand on their local resources and the cloud-based services and technologies will continue to provide stronger, faster protection regardless of the number of email users or increases in traffic. Trend Micro InterScan Messaging Hosted Security also delivers comprehensive protection against many types of threats. Besides spam, Flexible Products is now protected from viruses, malicious files, phishing, and other email-based threats.

## CORPORATE PROFILE

**Flexible Products Co.**  
**Auburn Hills, Michigan**

For more than 25 years, Flexible Products Co. has produced low-cost, high-quality, injection-molded rubber components for the automotive industry. The company’s primary focus is chassis components, such as exhaust isolators, coil spring isolators, control arm bushings, and stabilizer bar bushings. Direct customers include the “Big 3” automakers as well as tier 1 and 2 suppliers that serve both domestic and transplant automotive manufacturers.

- **Industry/Vertical** Manufacturing
- **Infrastructure** 50 PCs, Microsoft 2003 Server, Microsoft Exchange Server
- [www.flexible-products.com](http://www.flexible-products.com)

## TREND MICRO PRODUCTS

- **Trend Micro InterScan Messaging Hosted Security**  
<http://www.trendmicro.com/emailservices>



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