



Outsourcing Firm Applies Trend Micro™ Enterprise Protection Strategy for World-Class Business Continuity

Nipuna Services Limited (Nipuna), Satyam's BPO arm and the world's first eSCM Capability Level 4 service provider, is one of India's leading end-to-end BPO service providers. The company's infrastructure enables customer business operations and protects them from the constantly evolving threats that target today's networks and computers.

Trend Micro could give us complete lifecycle protection. Trend Micro Enterprise Protection Strategy is a vital component of our security—an important contribution to the exceptional levels of quality and reliability.

— Rohit Sahai, Senior Manager,
Nipuna, Satyam's BPO Arm,
Hyderabad, India

KEY BENEFITS

- **Integrated solutions that provide protection at gateways, email and file servers, and desktops**
- **Ease of administration (low cost of ownership) with automatic updates and clean-up of residual affects from any attacks**
- **Proactive protection from threats, with no major disruptions to operations**
- **Ability to meet stringent customer requirements for security (compliance)**

Achieving World-Class Ranking

Nipuna has been growing consistently. In May 2006 the Hyderabad Software Exporters Association recognized Nipuna for industry leadership. The year before that, Nipuna became the first BPO service provider to receive eSCM-SP Capability Level 4 certification. This global success came as a result of Nipuna's focus on quality and demonstrated expertise across the ten process areas evaluated by Carnegie Mellon's IT Services Qualification Center.

Threat protection—one of the ten processes contributing to Nipuna's Level 4 eSCM certification—represents a business-critical priority for Nipuna's in-house IT team. The company's security solutions provide the basis for best practices and technology recommendations that support client services both in-house and extending out to client sites. "Our reputation has been built on our robust infrastructure that applies the highest-quality solutions at every point," said Rohit Sahai, senior manager of IT for Nipuna. "We've grown a loyal base of customers in many industries—insurance and healthcare, finance, manufacturing, energy and power. These companies depend on us to choose the best technology partners and protect them from threats that could disrupt mission-critical operations."

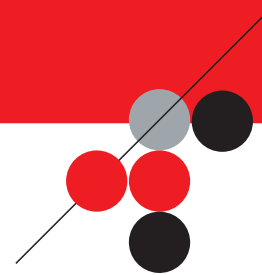
High-Level Project Goals

- Provide a secure environment for outsourced business processes
- Avoid disruptions to client operations
- Enable cost-effective, high-quality support of in-house and client-side security solutions
- Ensure protection at multiple points including desktops, servers, email, Internet gateway

Why Trend Micro?

In October 2002, Satyam founded Nipuna as its BPO arm. The executive team set out to build its original data center using state-of-the-art technology and enabling a world-class infrastructure for client services. The business has expanded since then and the company now operates multiple data centers 24x7, including disaster recovery locations. Nipuna's leading-edge building management includes power backup systems, and its highly reliable networks have been designed with multiple redundancies.

Nipuna evaluated solutions to build in multiple layers of protection from viruses, worms, Trojans, and other malware. The company also wanted to protect associates from the productivity losses relating to spam, and to restrict access to Internet sites known to spread threats.



"We looked for the best protection and a solution that could fit into our business model," said Sahai. "After evaluating a few vendors, we chose to partner with Trend Micro for the following reasons: Trend Micro is a long-time Microsoft-certified Gold partner and has extensive experience in helping customers protect their Microsoft environments, and Trend Micro™ Enterprise Protection Strategy gave us the best foundation and a proactive approach for addressing threat management."

A Centrally Managed Suite

The Nipuna network and data centers have been protected by Trend Micro solutions since the beginning. Today, Trend Micro NeatSuite™ products give Nipuna an integrated security solution that can be centrally managed. By deploying NeatSuite solutions, Nipuna has gained protection for Internet gateways, mail and file servers, and desktop systems. Trend Micro Control Manager™ gives Nipuna a single console for managing its end-to-end protection. Regardless of location, administrators can use the console to view threat activity, configure defenses, set policies, and manage updates.

Lifecycle Threat Management

Nipuna stays ahead of threats by employing Trend Micro Enterprise Protection Strategy solutions. Nipuna uses Trend Micro Outbreak Prevention Services to complement NeatSuite for protection from newly emerged threats. Trend Micro Damage Cleanup Services keep Nipuna's systems free from the residual effects of any new threats. Trend Micro Enterprise Protection Strategy is a vital component of Nipuna security—an important contribution to the exceptional levels of quality and reliability.

Decreasing Costs and Increasing Defenses

Nipuna takes advantage of Trend Micro NeatSuite's centralized management and automated functions to minimize the overall cost of ownership for security. By setting up automatic monitoring, automated update distribution, and automatic configuration changes, the IT team spends less time managing security without compromising its high levels of protection.

"During customer visits, we highlight compliance and the deployment of leading security solutions. With Trend Micro NeatSuite, we demonstrate minimized disruptions to business on our protected network. The high degree of integrated automated protection satisfies our customers and also keeps our operating costs low," added Sahai.

Corporate Profile

Nipuna • Hyderabad, India • www.nipunaservices.com

Nipuna Services Limited (Nipuna), Satyam's BPO arm, provides proven, full-service expertise for multiple industries including telecom, insurance, pharmaceuticals, financial services, and manufacturing. Nipuna's global delivery standards have resulted in numerous longstanding client relationships with Fortune 500 companies, and it adds value to these businesses through well-established and structured methodologies, tools, and techniques. The company operates from its main delivery centers in Hyderabad, Bangalore, and Chennai in addition to onsite delivery teams.

Industry/Vertical: Business Process Outsourcing (IT and ITeS) • **Employees:** 2,900+ •

Enterprise Infrastructure: Desktop systems for a total of more than 2,700 Nipuna and client users at multiple sites in three cities (Windows operating environment)

TREND MICRO PRODUCTS

Trend Micro NeatSuite

<http://www.trendmicro.com/en/products/suite/neatsuite/evaluate/overview.htm>

Trend Micro Damage Cleanup Services

<http://www.trendmicro.com/en/products/eps/services/overview.htm#dcs>

Trend Micro Outbreak Prevention Services

<http://www.trendmicro.com/en/products/eps/services/overview.htm#ops>

Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware, and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products, visit our Web site at www.trendmicro.com.

Trend Micro Inc.

10101 N. De Anza Blvd.
Cupertino, CA 95014, USA
toll free: 1+800-228-5651
phone: 1+408-257-1500
fax: 1+408-257-2003
www.trendmicro.com

