

# Oregon Department of Environmental Quality receives comprehensive protection from viruses and spyware thanks to Trend Micro

***“With Trend Micro™ NeatSuite™ we have comprehensive protection at virtually every point on the network.”***

— Patrick Irvine,  
Email System Administrator,  
Oregon Department of  
Environmental Quality

## KEY BENEFITS

- **Integrated protection at various layers of IT infrastructure creates comprehensive fortification and removes any single point of weakness.**
- **Rapid deployment of latest spyware and virus patterns across the whole IT environment immediately provides unprecedented levels of security.**
- **Powerful centralized management capabilities streamline operational efforts and optimize efficiencies of IT staff.**

The Oregon Department of Environmental Quality (DEQ) is a regulatory agency whose charter is to protect and enhance Oregon's water and air quality, clean up spills and releases of hazardous materials, and manage the proper disposal of hazardous and solid wastes. With the importance of maintaining the environment at stake, the DEQ couldn't afford to have its operational IT infrastructure undermined by viruses and spyware, so today it relies on Trend Micro for comprehensive protection.



## Legacy antivirus software failed to keep out threats

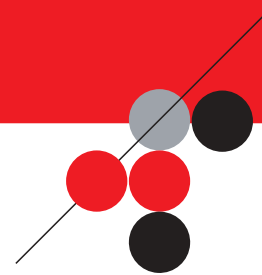
The DEQ email system is considered the most critical communication channel that IT supports, and it was left open to attack by the DEQ's previous antivirus software. Patrick Irvine, Email System Administrator for the DEQ, recalled, "The outbreak of the 'I love you' virus was the reason we switched from McAfee to Trend Micro. Although we had McAfee at both the client and server levels it didn't keep us protected—the effect of the outbreak was horrible, DEQ staff could not use email. We tried to get support, but it was atrocious."

The outbreak consumed a massive amount of IT effort to get corrected, which took budget and resources away from other projects. "We have 800 to 1,000 users connected at any given time, and we had to stop work to contain the outbreak and disinfect the systems. It took an unprecedented three days and we lost close to \$200,000 in budget fighting it," reflected Irvine.

## Trend Micro has solutions that work and strong support

Having decided to look for a new antivirus vendor the DEQ evaluated the major players. Irvine noted, "We liked Trend Micro's outstanding reputation for having solutions that work—Trend Micro was the front runner in the eyes of the other IT organizations we contacted. We put a lot of thought into what we wanted from a new vendor and aside from strong products we also wanted strong proactive and reactive support. Trend Micro's engineers came top in everyone's ratings for support."

To better assess its features and functions, the DEQ ran an evaluation version of Trend Micro NeatSuite. "The Trend Micro support staff was very helpful when we contacted them with implementation questions particular to our infrastructure. Their knowledge influenced our decision to go with Trend Micro," commented Irvine.



NeatSuite consists of a number of core components and the DEQ deployed OfficeScan™ Client Edition at the desktop, ServerProtect™ on the central servers, and ScanMail™ for Microsoft™ Exchange on the email servers. Irvine recounted, "We have just upgraded to the latest version of ScanMail for Exchange and it has lots of features I've been looking forward to—like replacing attachments with a text file, spam blocking and even more innovative anti-spyware capabilities."

**Protection from spyware**

"Spyware usually causes major system slowdowns due to the large number of files and processes it involves. The majority of spyware comes into a network embedded in downloads from websites or buried in incoming email attachments. Only a vendor with multi-layer protection can block spyware before it enters the network, prevent it from installing on a client, obstruct installation attempts on central servers and provide multiple cleanup options. With Trend Micro NeatSuite we have comprehensive protection at virtually every point on the network."

**Significant lower administrative cost**

The DEQ also has found the maintenance of Neatsuite to be extremely hands-off. "McAfree was very labor intensive—it needed a lot of babysitting. Trend Micro is far better from my perspective because once it's set up, it just works and that's exactly what we were after," stated Irving. "Just look at how good Trend Micro is at dealing with day zero attacks—it has excellent support. The biggest benefit to the DEQ has been that administrative costs have dropped considerably because it's so effective and so hands-off with all of its automatic updates and processes. I don't think there's a vendor out there that's better at antivirus and anti-spyware solutions than Trend Micro. I always tell everyone that asks that Trend Micro delivers the best value out there—the solutions just work and you don't end up blowing your IT budget on having to contain and repair the infrastructure after a virus or spyware outbreak."

**TREND MICRO PRODUCTS**

**NeatSuite™**

**Trend Micro, Inc.**

Trend Micro, Inc. is a global leader in network antivirus and Internet content security software and services, focused on helping customers prevent and minimize the impact of network viruses and mixed-threat attacks through its award-winning Trend Micro™ Enterprise Protection Strategy. Trend Micro has worldwide operations and trades stock on the Tokyo Stock Exchange and NASDAQ.

Trend Micro products are backed by timely, high-quality service from TrendLabs™, a global network of antivirus research and support centers.

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